FOOD AND BEVERAGE SERVICE
(WAITER/WAITRESS)

LEARNER'S MANUAL

hitt High Impact Tourism Training for the informal sector

SNV

EMPLOYMENT FUND investing in nepal's future

HELVETAS Swiss Intercooperation NEPAL

THE HITT PROGRAMME

One of the several skills building products developed by the High Impact Tourism Training for Jobs & Income programme (HITT) is The Food and Beverage Service – Waiter curriculum and training materials, designed to support informal workers and potential workers in the tourism sector of Nepal to increase their productivity and professionalism, and increase their employability and income opportunities.

The HITT programme is implemented by the Netherlands Development Organisation (SNV) through the financial assistance of European Commission (EC) Investing in People programme. The HITT initiative aims to contribute to sustainable pro-poor growth of the informal tourism sector in the seven least-developed and developing countries in Sub-Saharan Africa and Asia.

Within the framework of this initiative, SNV and its local partners have elaborated a skill development programme for informal sector actors, notably women and youth, unskilled and semi-skilled workers, in close collaboration with the private sector. In Nepal, the HITT programme has been working with the tourism sector to identify occupations in demand, develop training curriculums, produce training material and deliver training to its beneficiaries. The six selected occupations include assistant cook, waiter, housekeeper, service excellence and hygiene, trekking guide, and homestay and lodge operators.

ACKNOWLEDGEMENTS

SNV would like to thank first Employment Fund Secretariat (EFS) for coordinating among TVET service providers to produce the training materials. We acknowledge expertise shared by Jhapa technical institute, Global Institute of Hotel Management, Oriental Hospitality and Tourism Training, Sahara School of Hospitality Management, Janahit Trading and Training and Lisa Gordon-Davis in the development of the training model of Food and Beverage Service – Waiter. SNV appreciates the contribution of Hospitality Solutions (HS) and Zaeem Ahmed in developing the training materials and coordinating with key stakeholders to develop the final product. Many thanks also to Monica Oliveros, Prakriti Sherchan from HITT for their inputs. Special thanks go to Bibek Shrestha who coordinated the publication of this series of manuals. We would also like to express our sincere thanks to Sanjay Madnani and his team at Umbrello Design for design and illustration.

Contributions

This publication has been produced with the financial assistance of the European Union. The contents of this publication are the sole responsibility of SNV and can in no way be taken to reflect the views of the European Union. For more information on Europe Aid, please visit http://ec.europa.eu/europeaid/

Table of Contents

About Food and Beverage Service – Waiter curriculum 7

Objective of the Food and Beverage Service learner manual 7

Learning outcome of the training 7

Career Path 8

MODULE 1: INTRODUCTION TO TOURISM, HOSPITALITY FOOD & BEVERAGE SERVICE 9

1 Introduction 10

1.1 Tourism Industry 10

1.1.1 Tourism 10

1.1.2 Impact of tourism 10

1.1.3 Types of Tourists 12

1.2 Introduction to Hotel 13

1.2.1 Departments in the hotel and relationship 13

1.2.2 The Hospitality Industry 14

1.2.3 Your role in the hospitality industry 15

1.3 Restaurant 15

1.3.1 The function of a Restaurant 15

1.3.2 Types of Restaurants 16

1.4 Staffing and Management 17

1.5 Attributes of a Waiter 18

1.6 Communication 20

1.7 Handling Guest complaints 22

MODULE 2: HYGIENE 25

2 Introduction 26

2.1 Personal Hygiene 26

2.2 Personal Grooming 27

2.3 Restaurant Hygiene 28

2.3.1 Cleaning the Restaurant 28

2.3.2 Procedure for cleaning 28

2.3.3 Floor Surfaces 29

2.3.4 Routine and Non-routine Cleaning 30

MODULE 3: RESTAURANT, BAR EQUIPMENT AND HANDLING TECHNIQUE 31

3 Introduction 32

3.1 Restaurant Equipment 32

3.1.1 Crockery 32

3.2 Carrying Plates 33
3.3 Dispose of damaged or broken crockery 34
3.3.1 Cutlery 34
3.4 Restaurant Linen 35
3.4.1 Types and purpose of linen: 36
3.5 Restaurant Furniture 37
3.6 Bar and Bar Equipment 38
3.7 Handling glassware 41
3.7.1 Dispose of damaged or broken glassware 44
3.8 Using a Tray 44
3.8.1 Carrying a Tray 44
3.8.2 Unloading a Tray 45

MODULE 4: RESTAURANT MENU 47

4 Introduction 48
4.1 Menu 48
4.2 Types of Menu 48
4.2.1 Components of Menu 50
4.3 The French Classic Menu Sequence 51

MODULE 5: BEVERAGE AND TOBACCO 55

5 Introduction 56
5.1 Beverage 56
5.1.1 Non-alcoholic Beverage 56
5.2 Tea 57
5.3 Coffee 58
5.4 Service of Tea and Coffee 61
5.5 Mocktails 61
5.5.1 Service of non-alcoholic beverage 61
5.6 Alcoholic Beverage 62
5.6.1 Spirit 62
5.6.2 Whisky 64
5.6.3 Gin 64
5.6.4 Vodka 64
5.6.5 Rum 64
5.6.6 Brandy 64
5.6.7 Tequila 64
5.7 Beer 65
5.7.1 Serving Beer 66

5.8 Wine 67
5.8.1 Wine Service 68

5.9 Cocktail 70
5.9.1 Making Cocktails 70

5.10 Tobacco 73

5.11 Serving Cigarette 73
5.11.1 Serving Cigar 73
5.11.2 Changing and Replacing an Ashtray 73

MODULE 6: TYPES OF SERVICES AND SERVICE SEQUENCE 74

6 Introduction 76

6.1 Types of service 76
6.1.1 Food service procedure 77
6.1.2 Service Techniques 77

6.2 Briefing before service 79

6.3 Mis-en-scene and Mis-en-place 79
6.3.1 Mise-en-place procedures 80
6.3.2 Table setting 80
6.3.3 Brigade method 80
6.3.4 Dress Tables 81
6.3.5 Tables layout 82

6.4 Service sequence 86
6.4.1 Greeting and Seating Guests 86
6.4.2 Order Taking Procedure 87
6.4.3 Present menu, order taking and presenting food 89
6.4.4 Process Payments 90
6.4.5 Guests' Departure 93

6.4.6 Shift Handing Over 93

6.4.7 Key Areas for Handover 93

6.4.8 Closing Down Procedures 94

MODULE 7: FOOD & BEVERAGE CONTROL AND SELLING TECHNIQUES 95

7 Introduction 96

7.1 Cost Control & Selling techniques 96
7.1.1 Cost controlling measures 96
7.1.2 Suggestive Selling and Up-selling 96
7.1.3 Effective seller 98
7.1.4 Promoting Food & Beverage Service 98

7.2 Understanding our customer 99
7.2.1 Anticipating Guests' Needs 100

MODULE 8: MARKETING AND TRENDS 101

8 Introduction 102

8.1 Marketing 102
8.1.1 Promotional Methods 102
8.1.2 Promotional material 104

8.2 Trends in food and beverage operations 105

MODULE 9: UNDERSTANDING RISKS AND PREVENTIVE MEASURES 107

9 Introduction 108

9.1 Responsibilities as a food handler 108
9.1.1 Contamination preventive measures 108

9.2 Waste management 109
9.2.1 Waste disposal 109
9.2.2 Types of waste 109

9.3 Pest control 110

9.4 First aid in the Restaurant 111

9.5 Restaurant hazards, safety measures and handling 111
9.5.1 Dealing with chemicals in restaurant 112

9.6 Fire 113
9.6.1 Types of fire 113
9.6.2 Causes of fire 114
9.6.3 Preventing fire accident in the kitchen 114
9.6.4 When using a fire extinguisher, always remember the PASS 116
9.6.5 Safety rules in the Restaurant 116

9.7 Maintenance 117

About Food and Beverage Service – Waiter curriculum

The Food and Beverage Service – Waiter learner manual has been developed to equip people working in the restaurant on the technical and practical know how of the food and beverage industry. It is especially designed for those who want to start their careers as waiters in restaurants and hotels. Giving particular emphasis on food service sequence, restaurant hygiene, food and beverage knowledge, this manual can be used by any restaurant or a hotel who wish to extend knowledge of their personnel working in food and beverage. Throughout the development of the material, the competence of the present work force in Kathmandu valley was considered through market-needs analysis in the food and beverage sector. Further input was incorporated to the development of materials and content with the help of TVET service providers working in the food and beverage sector in Nepal which was further complimented by the industry experts who shared their knowledge on curriculum and material development standards.-

Objective of the Food and Beverage Service learner manual

To equip beneficiaries on the essential knowledge required in the food and beverage industry. Particularly, the emphasis is given on enhancing hygienic food and beverage, food and beverage service, customer service and basic knowledge on understanding risks and preventive measures at work.

Learning outcome of the training

Upon successful completion of this course, the beneficiaries should be able to demonstrate and practice:

- Explain the hospitality industry and their role in the industry
- Provide excellent customer service
- Maintain hygiene, and good attributes of a service personnel
- Prepare for food and beverage service
- Provide a food service to guests
- Provide a drink service to guests
- Carry out general food and beverage and closing procedures in a restaurant
- Identify trends in the food and beverage industry
- Food and beverage services, selling techniques, promotions and marketing
- Understand risk and preventive measures at work
- Understanding of kitchen hazards, dangers and preventive

Target beneficiaries of waiters manual

The target beneficiaries of this course are food and beverage staff and those who want to gain technical and practical skills to work as a waiter.

Career Path

After completing this course, a learner will be able to:

- To start a career as waiter, assistant waiter, and trainee waiter in a restaurant, fast food, banquet or party palaces and hotels.

Assessment

Formative Assessment

Learners may be formally assessed throughout the course. This will take place in the form of quiz, practical exercises and/or applications.

Summative Assessment

A final summative assessment may be given to learners at the end of the course, and will be based on the learning outcomes for the course.

This assessment should (indicates what format this assessment takes, for example, a paper-based assessment, practical, simulation) be completed at the end of the course. For practical assessments, the practical components of the course must be combined into an integrated assessment to ensure that learners can demonstrate the entire process.

National Skill Testing Board Exam (NSTB)

After completion of this 390 hour course, the learners will go through NSTB/CTEVT exam a paper-based written exam and practical exam. Certificates will be awarded after the successful completion of exams.

MODULE 1

TOURISM, HOSPITALITY, FOOD AND BEVERAGE SERVICE

1 Introduction

This section gives an introduction to the tourism industry and how food and beverage services form an integral part of this industry. You will also learn the different types of restaurants, your role as a food and beverage server, the importance of communication, and the relation between different departments which you have to deal with. Please make sure that you look carefully at everything covered in the module.

1.1 Tourism Industry

The tourism industry includes a diverse range of infrastructure and services that cater to tourist needs, both foreign & domestic such as hotels, tours, museum, local guides, leisure facilities, specialist restaurants, sporting facilities, publication of maps etc. It is a wide field that covers many activities.

1.1.1 Tourism

Tourism involves people moving from the place where they normally live to another place to visit, either for personal reasons or business. If they stay at least one night, they are called tourists.

- Tourists can travel for leisure – holidays or visiting friends and relatives, or
- Tourists can travel for business – meetings, conferences, consulting work, etc.

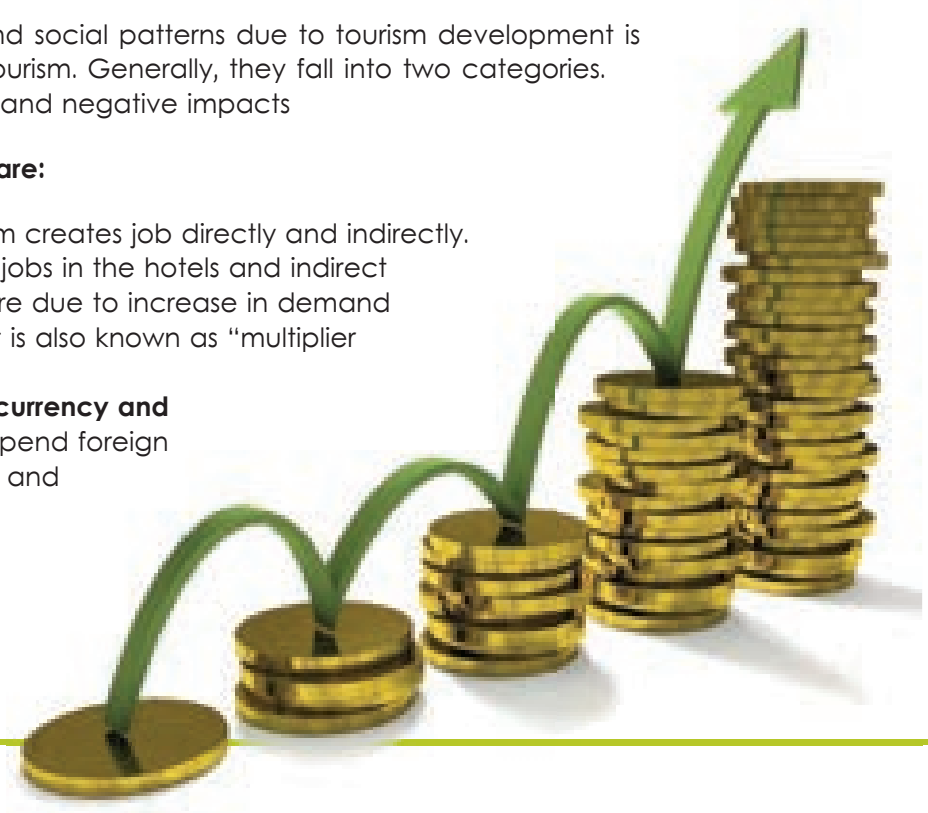
Tourists need at a place to sleep and eat when they are away from home. The hospitality industry provides these requirements for them. There are many other ways in which travellers can be catered for, e.g. hospitality (hotels, bars and restaurants), tours of the country/area, special activities, conference facilities and much more.

1.1.2 Impact of tourism

A change in economy and social patterns due to tourism development is described as impact of tourism. Generally, they fall into two categories. They are positive impacts and negative impacts

Some of positive impacts are:

- **Job creation:** Tourism creates job directly and indirectly. For example, direct jobs in the hotels and indirect jobs in the agriculture due to increase in demand and consumption. It is also known as "multiplier effect"
- **Increase in foreign currency and exchange:** Tourists spend foreign currency on service and product.



- **Protection and preservation of the natural environment :** Due to increase in demand for local attraction, people become much more aware of the importance of natural environment that leads to protection and preservation. For example mountains, lakes, monuments etc.
- **Infrastructure development:** Tourism can help in maintaining and building of infrastructures such as new roads, airports. For example, tourism development in rural areas.

Some of negative impacts are:

- **Degradation of natural resources:** High demand for natural resources can deplete the resources such as water, beaches, mountains, flora and fauna.
- **Pollution:** Due to increase in demand, if not well planned, tourism can contribute to air pollution, water pollution, noise and visual pollution.
- **Waste increase :** Tourism directly increases the consumption of service and products which increases the waste.
- **Socio-cultural changes:** Changes in the socio-cultural norms occur when locals interact with a different culture. For example saying "hello" instead of "Namaste". Also changes in dress code, for example copying other codes and no longer giving significance to the local dress code.

1.1.3 Types of Tourists

Tourists travel for a number of different reasons. These are presented in the diagram below. Tourists have different needs depending on why they are travelling. For example, business tourists may need computer facilities, fast service and business centres for their work. Likewise, the leisure tourists want to experience new culture, food and the environment of where they are visiting, and usually want to relax and/or sightsee. Tourists are classified as follows:

- **Domestic Tourists:** This refers to tourists travelling in their own country.
- **International Tourists:** This refers to visitors from another country coming to visit your country.

Tourists use different products and services when they travel. These include:

- **Transport:** airplanes, trains, buses, cars, etc.
- **Accommodation:** hotels, guest houses, lodge, etc.
- **Food and beverages:** restaurants, street vendors, fast food
- **Attractions:** temples, churches, museums, beautiful places, shopping malls, etc.

Leisure tourists

Holidays : touring, adventure, beaches, etc
Visiting friends and relatives

Business tourists

- Meetings
- Conferences
- Work such as consulting or short contracts

Other reasons for travel

- Health
- Religious reasons
- Sport

1.2 Introduction to Hotel

A Hotel is an establishment that provides accommodation and also usually meals and other services for travellers and other paying guests. It provides paid lodging, usually on a short–term basis. Hotels often provide a number of additional guest services such as a restaurant, laundry, a swimming pool or childcare. Some hotels have conference services and meeting rooms and encourage groups to hold conventions, functions and meetings at their location. Hotels are found in almost all the cities. Hotels operate twenty four hours a day, seven days a week. The principal factor that determines the guest attitude towards a hotel is service although other amenities such as room, food and beverages are equally important.

1.2.1 Departments in the hotel and relationship

Coordination of activities of all departments is essential to provide the guest with a quality service at all times. All departments should work as a team in fulfilling guest satisfaction. In the food and beverage service, smooth restaurant operation and service delivery rely on close coordination and communication between departments. You must be fully aware of the role of each coordinating department. For example, a waiter needs to understand how kitchen operates, especially food preparation, ingredients and methods used for preparation.

Kitchen

For hygienic and timely delivery of the food as per the guest orders.

Front Office

Information regarding VIP in–house, room reports, billing, types of plan in which the guest stay.

Kitchen Stewarding

Cleaning, Polishing & inventory of all crockery's, cutleries, glassware used in service.

Purchase

For the requisition of all condiments service kits & necessary stationeries.

Housekeeping

Placing of VIP amenities, Exchange of soiled linen & cleaning of all the outlets.

Engineering & Maintenance

Repair & Maintenance of the electrical equipment, checking of air condition & water supply, furniture etc.

Accounts

Any discrepancy in bills & sales summary maintaining of city ledgers & handling all kinds of cashes.

Human Resources

Hiring & firing of staffs, increment, appraisal, Procurement, development & training.

Sales & Marketing

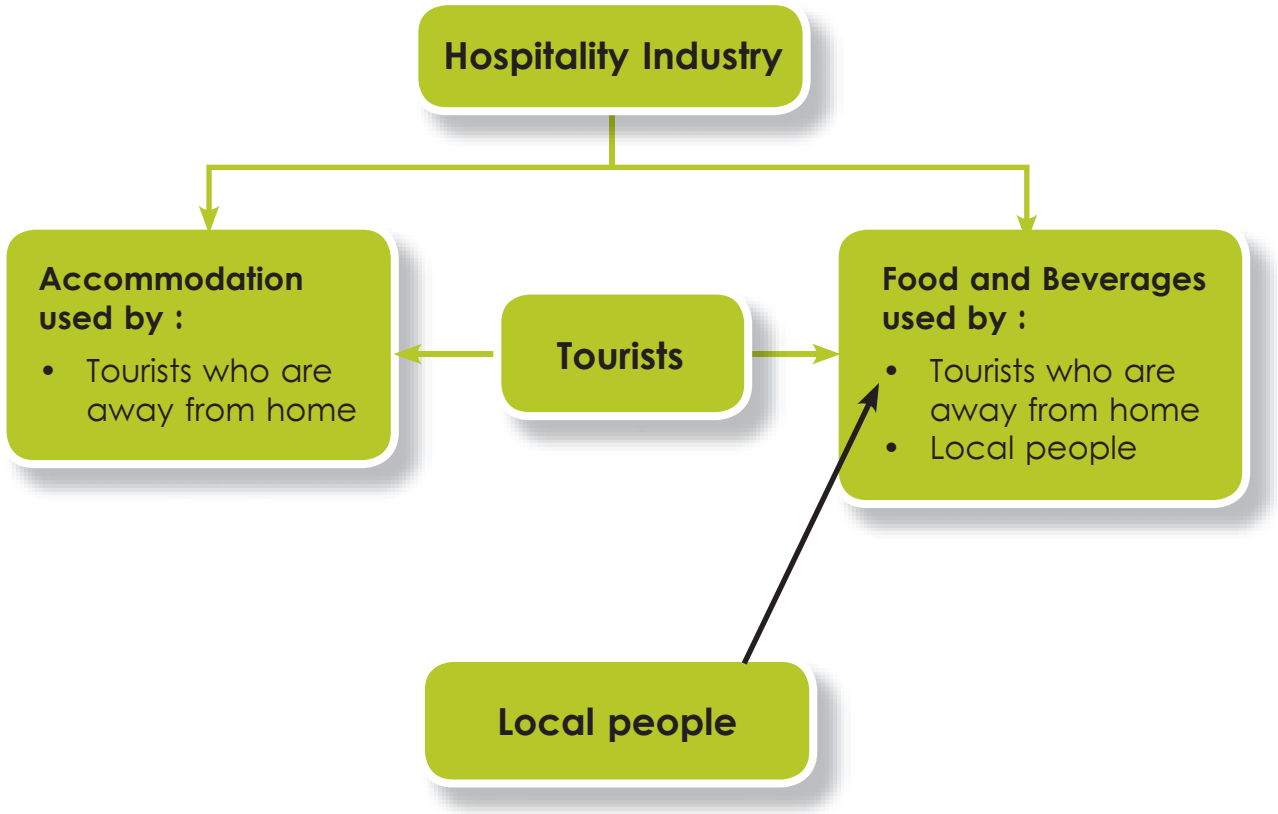
Banquet reservation, Food &Beverage promotion and many more.

1.2.2 The Hospitality Industry

The hospitality industry provides food and accommodation services as its main business activity. However, while accommodation is provided to tourists, food and beverage products and services are also provided to the local community who will visit and eat at a restaurant.

Therefore there is a mix of both tourists and local people who will support a restaurant or other food outlet. We need to identify the type of guest that we have and meet their needs – both for locals and for tourists.

As you can see, the food and beverage industry is in demand not only from tourists, but we also serve local people who need things to eat and drink.


Hospitality Industry
Accommodation used by :
• Tourists who are away from home
Tourists
Food and Beverages used by :
• Tourists who are away from home
• Local people
Local people

1.2.3 Your role in the hospitality industry

The key "players" in the hospitality industry are:

- The **guest** (tourists or local person)
- The **service provider** (restaurant/hotel)
- The **server** = you!

Therefore, as you can see, you have a vital role to play. Without you, no guest satisfaction will be possible and the restaurant will struggle to survive and make a profit.

The service you offer will help the restaurant where you work to make an income and keep open. This means that your job security and income are directly matched to the level of service you provide to keep your guests happy.

1.3 Restaurant

A restaurant is a retail establishment that serves prepared food to customers. Service is generally for eating on premises, though the term has been used to include take-out establishments and food delivery services. The term covers many types of venues and a diversity of styles of cuisine and service. Restaurants are sometimes a feature of a larger complex, typically a hotel, where the dining amenities are provided for the convenience of the residents and, of course, for the hotel with a singular objective to maximise their potential revenue. Such restaurants are often also open to non-residents. Restaurants range from modest lunch or dining places catering to people working nearby, with simple food and fixed menu served in simple settings at low prices, or expensive establishments serving expensive speciality food and wines in a formal setting.

1.3.1 The function of a Restaurant

The function of any restaurant and bar may be summarised as follows:

1. To provide food and beverage, served attractively fulfilling customer expectation.
2. To provide a nice environment where guests can enjoy the food and drinks.
3. To make a profit.

1.3.2 Types of Restaurants

Restaurants often specialize in certain types of food or present a certain unifying, and often entertaining theme. For example, there are seafood restaurants, vegetarian restaurants or ethnic restaurants. Generally, restaurants selling "local" food are simply called restaurants while restaurants selling food of foreign origin are named according to the origin of the food they offer. For example: a Chinese restaurant or French restaurant.

Cafeterias

A cafeteria is a restaurant serving mostly cooked or ready to eat food arranged behind a food–serving counter. There is little or no table service. Typically, a patron takes a tray and pushes it along a track in front of the counter. Depending on the establishment, servings may be ordered from attendants, selected as ready–made portions already on plates, or self–serve of food of their own choice.

Fast–Food Restaurants

Fast–food restaurants emphasize speed of service and low cost over all other considerations.

Following are the characteristics of various fast food outlets:

1. Guest has to pay at the counter and collect food from the server at the counter– Food counter service.
2. Guest collects food from containers / trays, and pays at the counter as per menu selected or per weight of the food selected.
3. Coupon service: guest pays for desired menu and counter issues a coupon. Guest consequently gets food in exchange of coupon.
4. Guest orders at the counter; once food is ready, it is served at the table.
5. Drive–through: guest drives through assigned lane, orders food and collects them. There is no space allocated for eating.

Casual Dining Restaurants

A casual dining restaurant is a restaurant that serves moderately–priced food in a casual atmosphere. Except for buffet– style restaurants, casual dining restaurants typically provide table service. Casual dining comprises of a market segment between fast food establishments and fine dining restaurants.

Family Style Restaurants

Family style restaurant are restaurants with a fixed menu and fixed price, usually with diners seated at a communal table such as on bench seats. Often these restaurants provide children play area.

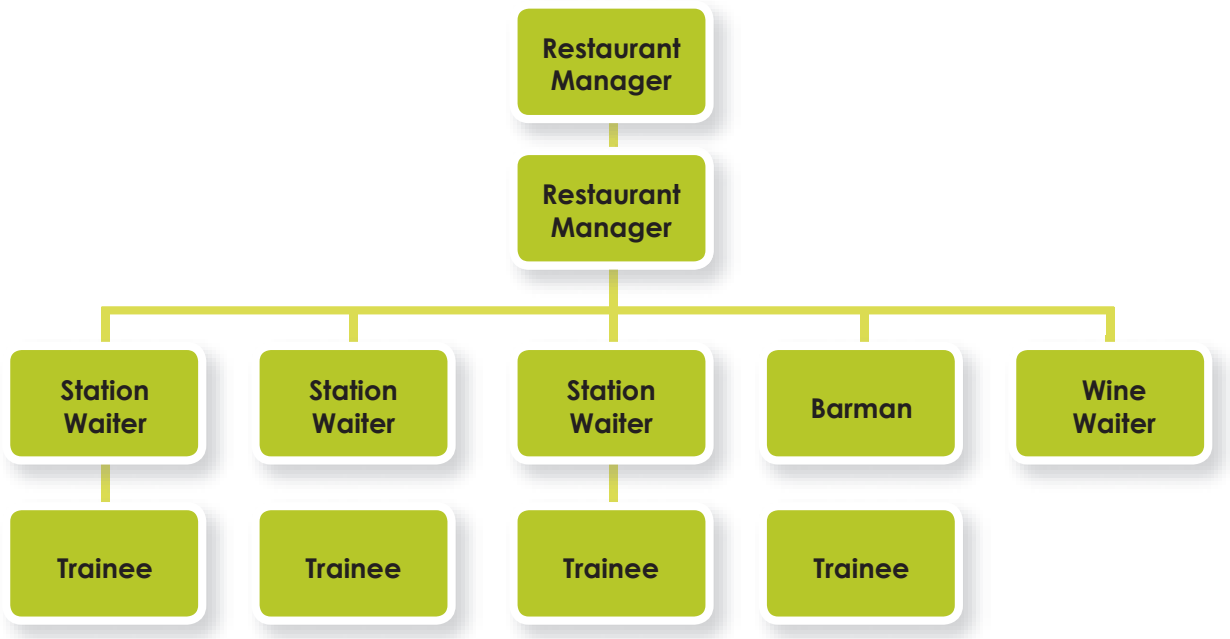
Speciality Restaurants

They range from quick service to upscale. Their menus usually include ethnic dishes and/or authentic ethnic foods. They specialize in a particular multicultural cuisine not

specifically accommodated by any other listed categories. Example: Asian Cuisine, Chinese cuisine, Indian Cuisine, American Cuisine etc.

1.4 Staffing and Management

Focus of recruiting service personnel and management staff should be effective delivery of services and proper management on daily basis, plus long–term goals of the restaurant. Usually, restaurant staffing depends on size, covers, style, and type of the food and extent of the operation. But remember, the key for effective management and service delivery is teamwork. Following diagram shows a structure of medium size casual dining restaurant.



Note: Not every station waiter will have a trainee, but there are usually one or two helping in the restaurant and learning service skills – just like you!

Restaurant Manager

This person has overall responsibility for the restaurant and other food and beverage service areas. The restaurant manager sets the standards for service and is responsible for any staff training that may have to be carried out, on or off the job. He or she may make out duty rosters, holiday schedules, and hours on and off duty, so that all the service areas and outlets run efficiently and smoothly.

Captain

This person has overall charge of the service staff/ team. He is responsible for ensuring that all the duties necessary for the pre–preparation for service are efficiently carried out and that nothing is forgotten. The captain helps with the compilation of duty rosters and holiday schedules, and may relieve the restaurant manager, on their days off.

Waiter

The waiter must be able to carry out the same work as the station headwaiter and relieve him on days off. The waiter will normally have less experience than the station headwaiter. Both the waiter and the station headwaiter must work together as a team, to provide efficient and speedy service.

Trainee/Apprentice

The trainee is the 'learner', having just joined the food service staff, and possibly wishing to take up food service as a career. During service, this person will keep the sideboard well filled with equipment, and may help to fetch and carry items, as required. The trainee carries out certain cleaning tasks during the pre–preparation period. He may be given the responsibility of looking after and serving some appetisers or smaller courses, from the appropriate trolleys.

Wine Waiter/Sommelier

The sommelier is responsible for the service of all alcoholic drinks, during the service of meals. He must also be a sales person. This employee must have a good knowledge of all beverages available, the best wines to accompany certain foods and the liquor licensing laws applicable to the particular establishment and area.

Host/Hostess

The role of a restaurant host is to attend to guest needs, particularly, on arrival at the restaurant. The host should "meet, greet and seat" the guest. The host/ess should make sure that; guests leaving the restaurant have enjoyed their meal. The host is usually the final contact point for the guest and this is a "sales" opportunity. At this time, the host should find out if the guests would like to make a reservation for the future.

Barman

This person must have good knowledge about the ingredients and methods needed to make alcoholic drinks.

1.5 Attributes of a Waiter

The quality of service staff in any establishment reflects the quality of the establishment itself. No matter how good the food and ambience are, poorly trained, untidy or rude staffs can annoy customers. On the other hand, if the staff are well–trained and efficient, they can, to a certain extent, make up for other shortcomings in the services provided. Following are the attributes of a good food and beverage server.

Personal Hygiene and Appearance

1 All members of the staff should be well–groomed and clean at all times. This gives them a sense of well–being and confidence to do their job efficiently.
2 The hands of the waiting staff should be given special attention. They are constantly observed by the guests. Nails should be trimmed, and kept clean. Playing with one's hair and face should be avoided.

3 Chewing gum should be avoided in all public areas of the hotel.
4 You should wear minimum jewellery. A wrist watch, finger ring and plain earrings (for girls only) should be permitted.
5 If an employee has a skin problem, a doctor should be consulted immediately
6 Uniform should be clean and well–pressed. Shoes should be properly polished and well–fitting.

Good Conduct

You should be well–mannered and respectful to guests, and to senior members of the staff. You should be calm and pleasant, even in the most tiring circumstances. You should be able to satisfactorily solve any problem that may arise. In case of difficulty, a senior and experienced member of the staff should be consulted. Tact, punctuality and honesty are admirable qualities among service personnel.

Good Memory

A good memory helps to improve performance. It also helps the service personnel to attend small but important details such as remembering a guest's name or his likes and dislikes regarding food and beverage.

Observation

You need a keen sense of observation and an eye for detail. It will help you to be more efficient at the job. An ability to correctly judge people is definitely an advantage. A sense of anticipation in the service industry is an invaluable quality. The ability to anticipate what a guest or the management needs, even before it is asked for, creates a very good impression.

Concentration and Skill

Waiting at a table requires concentration and skill. You should develop a sense of urgency in the performance of duties. Good service may not be commented upon, but bad service is surely noticed and talked about. Service should be prompt without haste.

Salesmanship

Food and beverage service personnel are technical sales persons; therefore, you should have a thorough knowledge of the proper presentation and service of all the food and beverages served in the establishment. Waiters should be kept informed by their superiors of deletions or additions to the menu.

Ability to Assume Responsibility

You should be able to cope up with the demands of the job and have the ability to assume responsibility. You should be loyal to their employers, responsible to the guests and friendly towards their fellow workers. You should not consider any job as menial, and should be willing to perform all kinds of jobs efficiently. This will help you to grow in your career and at the same time enhance the image of the establishment in the eyes of the guests.

Maximise Revenue

Cutting down on costs and maximising the revenue of the establishment should be the prime objective of all members of the staff, even of those in junior positions.

Punctuality

Punctuality is all–important. If staff is continually late for duty, it shows a lack of interest in his work and a lack of respect for the management and customers. Remember, you have to wait for the guest, not the guest.

Local Knowledge

In the interest of customers, the staff should have certain knowledge of the area in which they work so that they may be able to advise the guests on the various forms of entertainment offered, such as the best means of transport to places of interest etc.

Personality

You must be tactful, courteous and good humoured. You must converse with the customer in a pleasing and well–spoken manner and the ability to smile at the right time.

Attitude to Customers

The correct approach towards the customer is of the utmost importance. You must not be unwilling, but should anticipate the customer's needs and wishes. A careful watch should be kept on customers at all times during the service without staring. Care should always be taken when dealing with difficult customers. (There is really no such thing as a 'difficult' customer – they are normal people whom one is uncertain how to deal with.) Staff should never argue with customers as this will only worsen the situation. All complaints should be referred to someone in authority in the food service area.

Honesty

This is all–important in dealings with both the customer and the management. If there is trust and respect in the triangle of staff, customer and management relationships, then there will be pleasant work atmosphere which encourages efficiency and a good team spirit among the food and beverage service operators.

1.6 Communication

Communication is the exchange of thoughts, messages or information. It is vital to the successes of the restaurant or hotel business since it is only through the effective use of communication that we can offer guests the services. Communicating way is as:

1 Facial expressions – a smile, a frown.
2 Gestures – movements of hands and body to help explain or emphasise the verbal message.
3 Body posture – how we stand or sit.
4 Orientation – whether we face the other person or turn away.

5 Eye contact – whether we look at the other person and for how long.
6 Body contact – arm around the shoulder, a handshake.
7 Proximity – the distance we stand or sit from a person.
8 Non–verbal aspects of speech – tone and pitch of voice.
9 Head nods – for encouragement, indication of agreement or disagreement.
10 Appearance – dress and grooming.

Your expressions, posture and appearance must be appropriate and should tell the guest that you are professional, competent and willing to help.

It is also important to watch out for signals from guests, for example, a guest glancing at his watch often may be demonstrating impatience or a sense of urgency. Letting him know how soon you will attend to him is one way of handling this situation.

It is important to be aware of body language when dealing with visitors from different cultures. Gestures and expressions acceptable to us may be offensive or misleading to overseas visitors.

From a guest's point of view, visual communication starts working even before they enter the restaurant. The appearance of the outside of the restaurant, a warm welcome at the front door will all give a very positive impression of the restaurant.

First impressions are the most lasting! You only have one chance to make a first impression, so make it a good one.

Rules of Effective Communication

There are five rules of effective communication:

1 **What?** – What do you really wish to communicate? Make sure that you are very clear about the message that you wish to convey and try to keep it simple.
2 **Whom?** – With whom do you wish to communicate? Identify the appropriate recipient for your message. If it is an important message, do not trust to a verbal communication to a three–year–old child.
3 **Why?** – Why do you need to communicate? What is the purpose of the communication? What are the consequences of not communicating?
4 **How?** – How can you best communicate? In many cases, there are choices with respect to communication – you may be able to choose between verbal or written forms or indeed, non–verbal messages (a raised eyebrow, for example). Choice will depend on with whom you are communicating and the actual situation.
5 **When?** – When is the best time to communicate? We have noted the need to respond promptly but beyond that the timing of communication can be very important – choose the time to raise a question or to pass on a message that will be appreciated by the person with whom you are communicating.

Telephone Skills

The telephone, if used correctly, has the potential to be a good verbal communication tool, where you can, by the tone of your voice and the choice of your words, show how helpful you can be to your guest.

Using the Telephone

There should be a procedure or 'house standard' in the restaurant, which specifies the guidelines on answering telephone calls. However, as a general rule, you should always:

1. Greet the caller.
2. Identify self and position.
3. Ask the caller how you can be of assistance.

For example: "Good afternoon. Thank you for calling The Quality Restaurant, Miss Sita speaking. How may I assist you?"

1.7 Handling Guest complaints

Complaints must be handled correctly as they can affect the business reputation and income. Guests whose complaints are not handled correctly usually do not return to the establishment.

Complaints will occur, but if handled correctly and efficiently, a scowl can be changed into a smile. Indeed, the guest may even apologise for bringing the complaint to someone's attention. Proper handling of a complaint builds goodwill. When a staff member has succeeded in regaining the guest's confidence, he/she should tactfully try to turn the opportunity to promotional advantage, e.g. the staff member may say that he/she is looking forward to the guest's return visit.

When dealing with a complaint: learn to take the "HEAT"

Use a 4 – step process to handle guest complaints:

1. **H**ear them out: listen and do not interrupt. Do not say "That's not my job" or "You'll have to talk to the manager". Let the guest tell the whole story.
2. **E**mpathise: make them know that you understand their anger or frustration
3. **A**pologise without admitting liability. Do not make excuses. Do not blame another person or another department.
4. **T**ake Action: rectify the problem. Handle the complaint personally if possible, but get help from your supervisor if you can't solve the problem. Offer alternatives but know the hotel policies and do not offer something a staff member cannot deliver. Try to turn the unsatisfied guest back into a satisfied guest, i.e. turn a complaint into a compliment.
5. Then thank the guest for bringing the matter to your attention.
6. Record the complaint and pass on to supervisor or line manager.

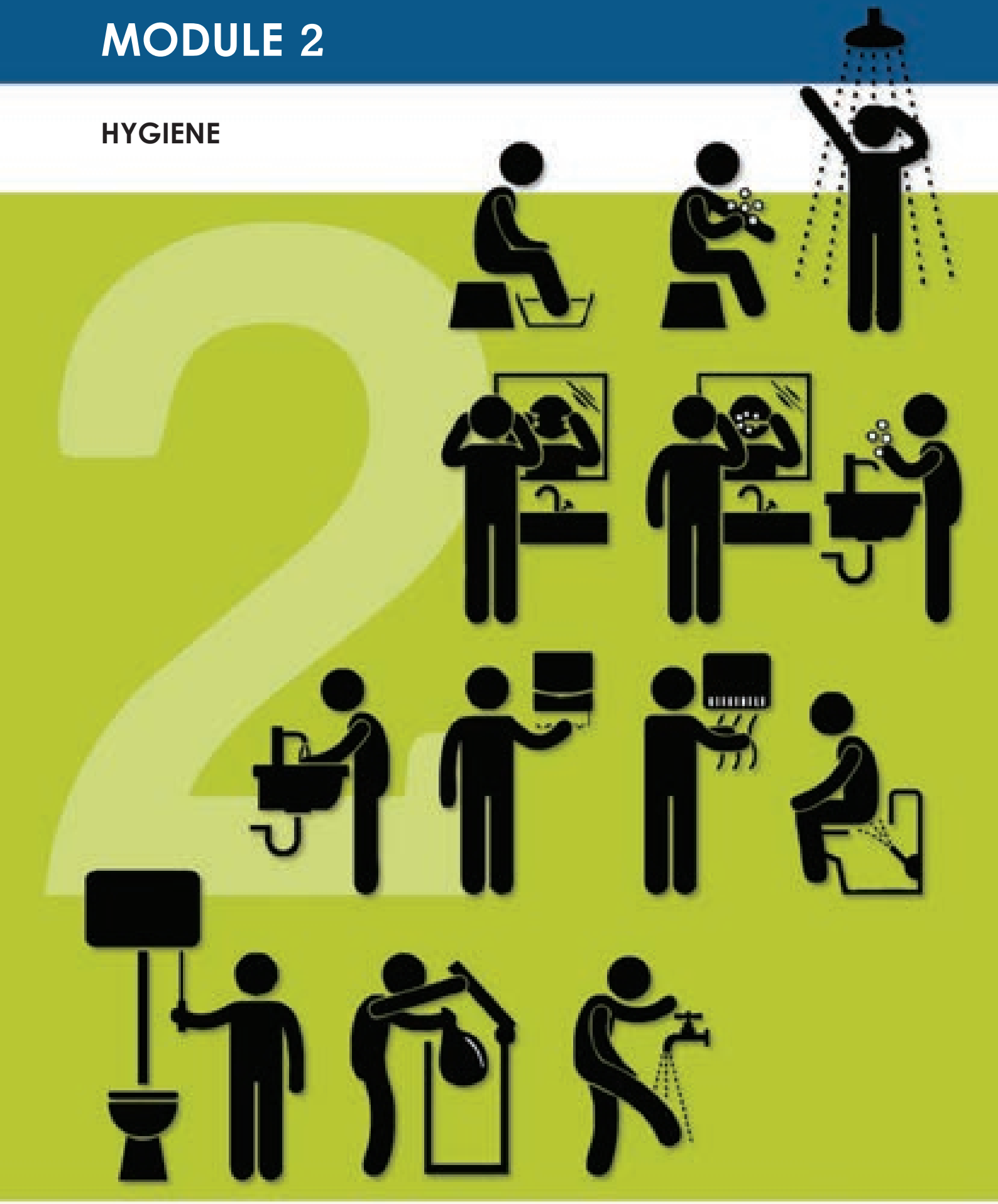
Complaints are Sales Opportunities

An important point to remember about complaints is that they represent an opportunity and not a threat. Complaints, if received with the right attitude and handled properly, can be a valuable source of information. There can be an opportunity to find out how the guest sees you, and what they think of the products. This information obtained free of charge by listening to your guests' complaints can help you to provide a better service.

Proper handling of a complaint, verbal or written, builds goodwill. When you have succeeded in regaining the guest's confidence, you can then tactfully turn the opportunity to your advantage.

MODULE 2

HYGIENE



2 Introduction

This will explore issues regarding personal hygiene, grooming, professional appearance, restaurant cleaning, and security at work, and necessary measures to maintain the restaurant and related procedures you need to be aware of.

2.1 Personal Hygiene

Personal hygiene is very important to food and beverage servers as you will be coming into direct contact with the guests. It is your personal responsibility to present a clean and well groomed appearance at work.

General Rules

1. Wash hands correctly and very often (after using toilet, before entering restaurant, after a break, after smoking, before handling any food, after coughing, sneezing, touching any parts of head and hair, handling rubbish, touching any pets and animals)
2. Bathe daily
3. Bath or shower or wash well every day to maintain personal body freshness.
4. Use deodorants or antiperspirants to combat body odour.
5. Strongly perfume products are not appropriate when dealing with guests
6. Wear clean underwear everyday
7. Keep your skin clean and healthy.
8. Brush teeth every morning and evening. If you smoke, then brush your teeth more often or use a breathe spray or deodoriser.
9. Tattoos should not be visible.

Hair

1. Hair should always be clean and neat and well groomed with no excessive gels or hair products that make hair look dirty.
2. Hair must not fall across the face when leaning forward.
3. Short hair should be trimmed regularly to give neat appearance.
4. Coloured or tinted hair should tone in with your natural hair colour and re-growth should not be visible.
5. Up style must be carefully held in position and should not leave strands of hair untended. Hair clips or elastics should not be obvious.
6. French plaints if permitted should be tucked under you cap.
7. Long hair must be tied up and loose strands must clip up.
8. Only use hair accessories that are simple and match each other and your uniform. If your uniform is black, the scrunches should be black as well.
9. Fringes, if worn, should not fall below the eyebrow.

Facial Hair

1. Men should present themselves for work freshly shaven each day.
2. Moustaches must be neatly groomed with the outline of top lip being clearly visible. Moustaches should not extend past the corner of the mouth.
3. Beards must be kept neat and well groomed.

Hands and Nails

1. Hands and nails must always be clean and well–manicured.
2. Nail polish, if worn, should be freshly applied regularly and should be a pale, natural colour.
3. Nail biting is unacceptable as bitten nails are unhygienic and look dreadful.

Jewellery

1. Do not wear more than three pieces of jewellery. For ladies: earrings, finger rings and a small bracelet or necklace is acceptable. For men, a wedding band is acceptable.
2. You may however wear a watch for practical purposes. The watch should be of a neat conservative style. Ultra–modern sports watches or fashion watches should not be worn.
3. Body piercing is not allowed (apart from ears), including nose, lips and eyebrows.

2.2 Personal Grooming

Presenting a professional appearance is very important in the hospitality industry. This section examines all aspects of professional grooming, from the uniform to hair and personal presentation and hygiene.

Uniforms

Restaurants often require you to wear the same or similar clothes so that you all present the same image of the restaurant. You can often wear your own clothes, with an added special apron provided by the establishment. Sometimes a special uniform will be provided for you. The uniform may be formal (e.g. black pants/skirt with white shirt) or informal (e.g. jeans and a black T–shirt).

Name Badges

Restaurants often give their waiting staff name badges. This makes it easy for guests to know your name and use it when they talk with you. These should be worn at all times on the designated place on your clothing.

Care of Your Uniform

Care of your uniform is every staff member's individual responsibility. A good brushing after wearing them will remove dusts and freshen up any garment. The two main problems are stains and odours.

1. Stains – a superficial stain may be removed by light sponging or using a specialised spot cleaner. Soda water or carbonated water may be affective.
2. Odours – airing may eliminate some unpleasant odours. Clothes do not have to look grubby to retain stale smells e.g. cigarette smoke can linger on outer garments even after just one wear. These should be left hanging in a place with free air circulation.
3. Hanging your uniform – no matter how tired you are you should always hang up your uniform. Trouser pockets should be emptied and trouser creases should properly align.
4. Spare buttons and a sewing kit – you should always have one readily available.
5. Shoes – should clean, well–polished and well maintained including being–soled and heeled, if necessary. If shoes get wet the, most efficient way to dry them is by stuffing them with newspaper and allowing them to dry at room temperature. Shoetrees should be used to keep shoes in shape.
6. Shirts – creases should be always ironed in the same place or they can look unkempt. Never roll up the sleeves of long sleeved shirts. Shirts should be freshly laundered daily and ironed while slightly damp. Starch will keep the garment crisp and enhance its appearance.
7. Trousers – to maintain the shape of your trouser pockets, they should not be overfilled. They should be worn belted, with your shirt tucked in.

2.3 Restaurant Hygiene

It is very important that restaurant is always clean and hygienic to avoid you and guests becoming sick. Cleaning and safety procedures should be flowed at all times. If your restaurant is not clean, it will affect the dining experience of the guests, so you must be aware of measures of keeping the restaurant clean and hygiene.

2.3.1 Cleaning the Restaurant

Cleaning in any food service operation is as important as your technical skills and knowledge. Part of your job is to carrying out routine and non–routine cleaning of the restaurant.

2.3.2 Procedure for cleaning

Following the correct cleaning procedure ensures that high standards are achieved.

1. After all tables are cleared and tablecloths removed, collect cleaning equipment and materials.

2. Pull back curtains and ventilate area, if possible.
3. Look out for lost property and maintenance faults as you work. Deal with these according to house policy.
4. Clean, using a damp duster:
   - Tables
   - Chairs
   - Dessert trolley/cheese trolley
   - Skirting boards
   - Paint work
   - Glass doors/mirrors
   - Sideboards
   - Furniture
   - Wall fixtures
   - Fittings
5. Pay particular attention to:
   - Chair and table rungs
   - Behind curtains
   - Areas you can only see when sitting down
6. Clean any tiled areas.
7. Vacuum carpet.
8. When cleaning is completed, do final quality observations check

2.3.3 Floor Surfaces

Sweeping, Mopping, Wet Mopping and Vacuuming

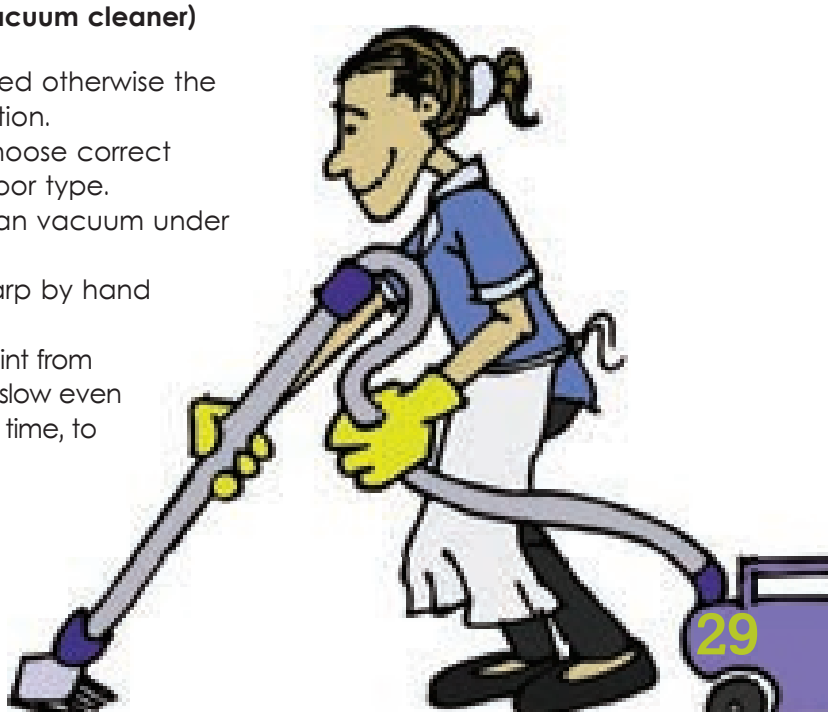
Make sure the area is cleared first and know what method of cleaning to use in each area. For example, sweep, mop and wet mop tiled areas, but vacuum carpet areas.

Wet Mopping

To avoid accidents do not use a lot of water when wet mopping. Always display a 'hazard' sign while working. Mops should be stored upside down in a well–ventilated area in order to dry.

Vacuum Cleaning (When using a vacuum cleaner)

1. Make sure it has been emptied otherwise the vacuum cleaner loses its suction.
2. Adjust vacuum cleaner or choose correct attachments according to floor type.
3. Move furniture so that you can vacuum under it.
4. Pick up anything large or sharp by hand before vacuuming.
5. Start vacuuming at farthest point from door, working backwards. Use slow even strokes to give suction enough time, to draw out dust and grit.



6. Use crevice tool to clean difficult corners.
7. At the end of each day, empty vacuum cleaner if necessary and wipe down with damp cloth.
8. Check for maintenance and report any faults observed. Do a final check to ensure that all furniture is correctly arranged.

2.3.4 Routine and Non–routine Cleaning

Routine cleaning should take place every day. However, the non–routine cleaning which takes place every now and then, such as washing curtains, shampooing carpets, cleaning backs of furniture, etc. should be planned and scheduled into the staff roster. It is important to carry out both the routine and non–routine cleaning duties, to maintain a high standard of cleanliness in the restaurant.

The correct procedure

Item to be cleaned	Procedure
Doors and walls	1. Use damp cloth in a systematic movement.
Glass shades	1. Spray some glass–cleaning agent on surface 2. Wipe with soft dry cloth
Back of furniture	1. Use damp cloth or use vacuum cleaner depending on what type of furniture the restaurant has
Cane and wicker items	1. Brush or vacuum every day and clean with damp duster. 2. Once a week, wipe with solution of warm water and washing soda 3. Avoid over–wetting, as this damages the cane fibres 4. Rinse with cold salty water. Salt will stiffen the cane. Avoid over wetting 5. Polish with oil or wax for unvarnished surfaces. Use spray wax for varnished or painted surfaces
Brass:	1. Clean daily with damp duster 2. To remove tarnish, rub gently with metal polish on soft cloth and allow drying. Don't use metal polish on lacquered brass 3. Polish and buff with a soft cloth. Metal polish left on surface will damage brass.
Lamp shades	1. Use damp duster
Fans	1. Use damp duster
Carpet shampooing	May be done in–house, if appropriate vacuum cleaner available, otherwise use an industry cleaning company
Floor scrubbing abolishing	1. Use detergent with warm water. Do not use too much water and use a 'hazard' sign to avoid slipping accidents.

MODULE 3

RESTAURANT, BAR EQUIPMENT AND HANDLING TECHNIQUE

3 Introduction

This module is about the different equipment used in the restaurant and bar, and the proper use of them. It will also equip you proper handling & cleaning procedure of cutlery, crockery and various other tools and service equipment used in the food and beverage sector.

3.1 Restaurant Equipment

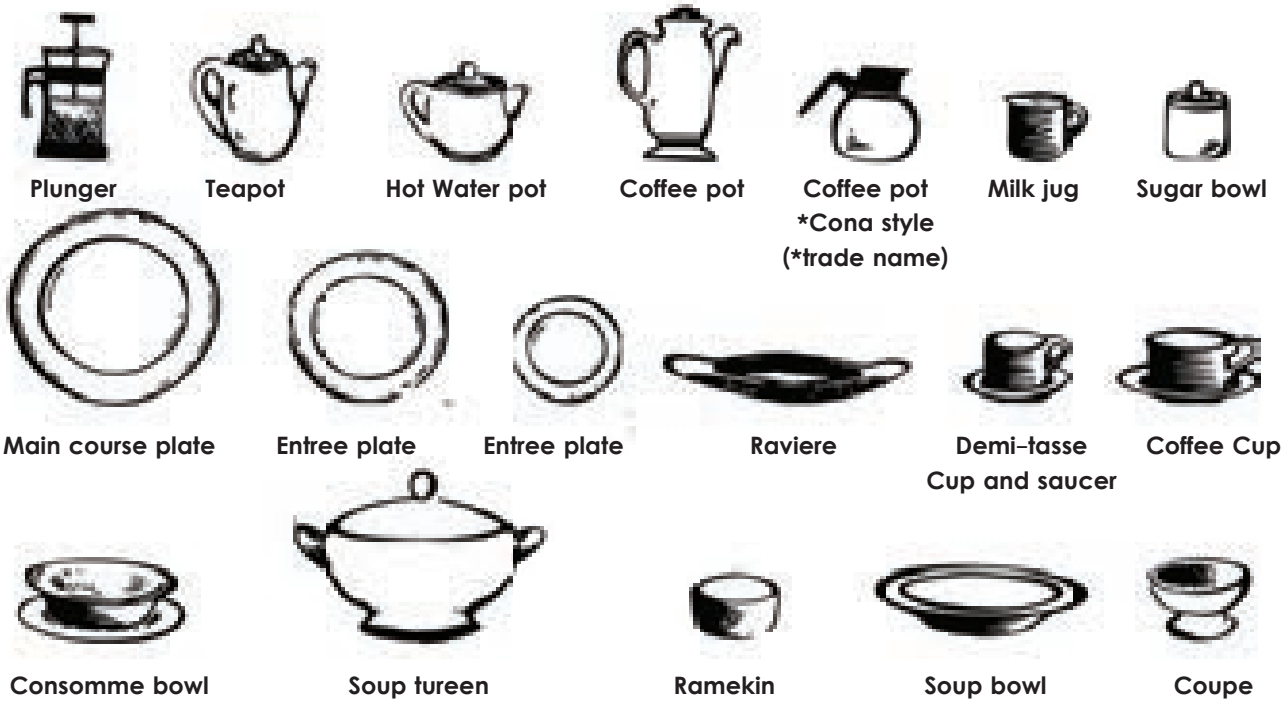
The equipment used in restaurants play an important role in attracting customers. The restaurant operating equipment includes service equipment, furniture, fixtures and linen all of which equally reflects the standard and style of the restaurant. The atmosphere of a restaurant is largely affected by the kind of equipment used and how well they are maintained.

3.1.1 Crockery

"Crockery" is the term used for all the plates, bowls, cups, saucers and dishes used to serve and eat food. These items are usually made of china or porcelain.

Following are the types of crockery used in the restaurant

- Plates: dinner, side, fish, cake
- Bowls: soup, dessert, Cups: coffee, tea, espresso
- Serving items: teapots, coffee pots, platters, serving bowls.



Cleaning crockery safely is very important as these items represent a significant investment on the part of the restaurant. Sometimes the food and beverage server has to help with cleaning and storing these items.

So, careful and hygienic dish washing practices are important because;

- You have to protect your guests against any risk of illness,
- Protect the reputation of the establishment,
- Dirty service ware creates a very poor impression of the establishment and its standards.

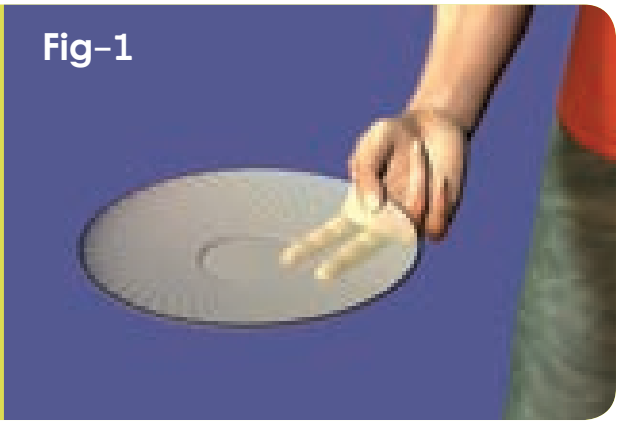
3.2 Carrying Plates

Carrying and clearing is an integral part of the job of any food and beverage server. You will have to carry plated food, both hot and cold by hand to tables, and also remove items of glassware, crockery, cutlery etc. You must use the proper procedures to clear and carry items. A clean service cloth or waiters cloth should always be used when handling or carrying dishes, hot or cold. The principal purpose of a service cloth is to protect hands against burns from hot dishes and plates. However, for hygiene and safety reasons, it is a good practice to always use a service cloth.

The technique outlined here, forms the basis for carrying and clearing all types and sizes of plates. Refer to the table below for illustration.

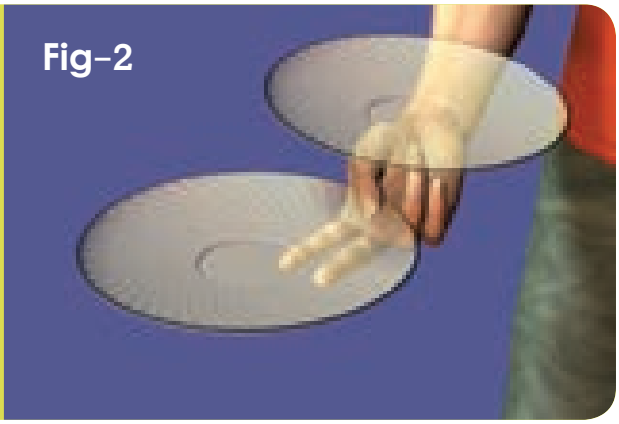
- **Pick up plate with one hand and transfer to second hand.**
- **Hold plate, using finger positions shown in Fig.1.**

Fig–1



- **Pick up second plate and position using the 3 sup port points shown in Fig. 2 (2 fingers, base of thumb and wrist).**
- **Move plate and adjust finger positions until you feel confident that plate is secure.**
- **Carry third plate in spare hand.**

Fig–2



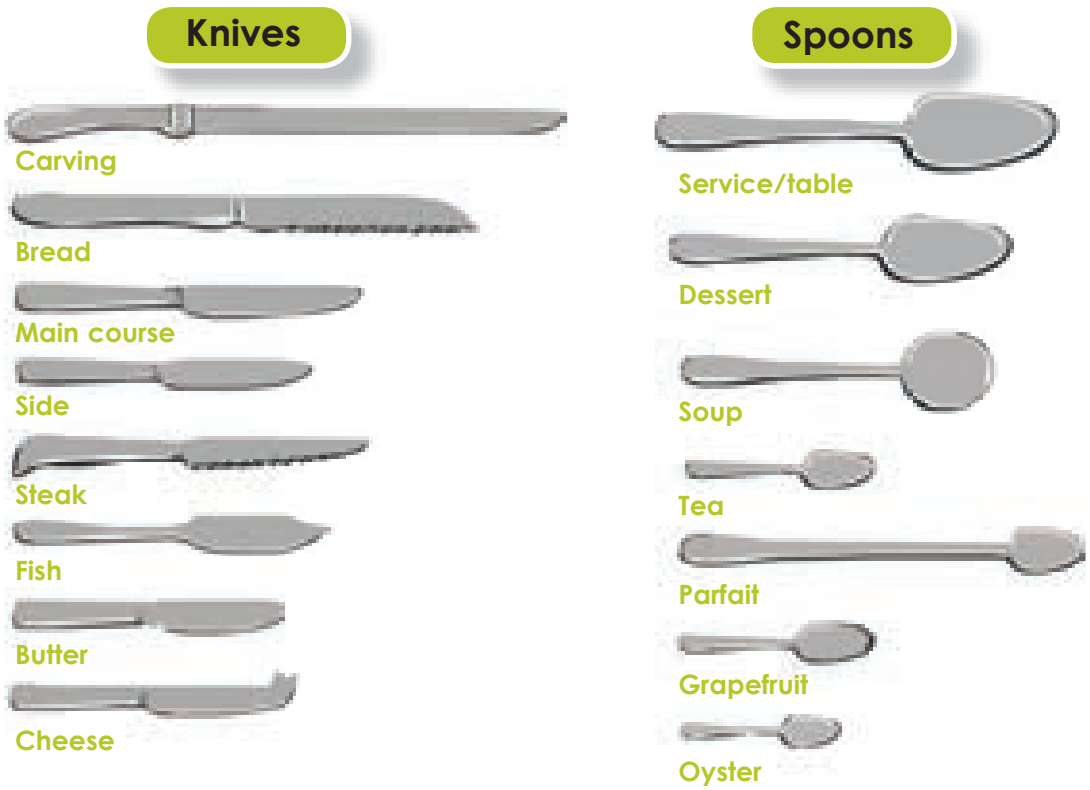
3.3 Dispose of damaged or broken crockery

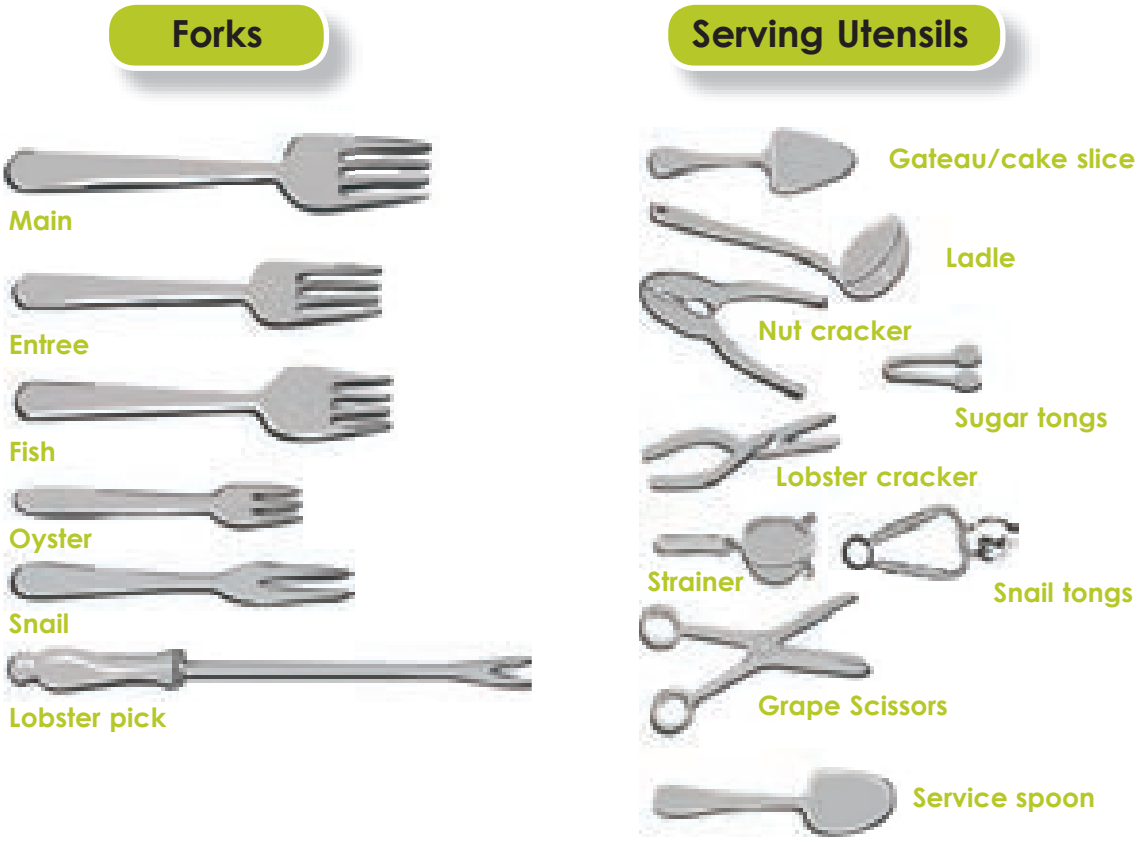
- Serving meals in broken crockery not only looks cheap but poses a serious safety threat to staff and guests. Chips and broken pieces can find their way into food, cracks harbour lethal food poisoning bacteria and cracked or chipped crockery does nothing for the presentation and appeal of a guest's meal.
- All damaged or broken crockery must be taken out of circulation immediately and thrown away because if it is used again, guests will not be happy if food has been served on a cracked plate or drinks have been served in a cracked or chipped glass and may complain.
- Wrap damaged items in paper towel or newspaper and place it in a box that jagged or sharp edges cannot penetrate. This is called a 'sharp–safe' container. Dispose of it in a waste bin. Report the breakage to immediate supervisor.
- Record all breakages in the breakages book and report them to your Supervisor immediately.
- If damaged items are not reported to the supervisor, the stock items can run out and there may not be enough stock for service of meals and beverages to guests. This also helps with stock control.

3.3.1 Cutlery

Cutlery is the silverware that guest use to eat with. Servers may also use cutlery to serve food items to guest in silver service or on a buffet. Cutlery consists of various types of knives, forks, spoons and serving utensils. Different types are shown on the next page.

Following are the types of cutlery used in a restaurant:





Polishing, handling and storing of cutlery

Dirty or unpolished cutlery creates a poor impression of a restaurant and its hygiene and service standards.

Here are some steps and methods to clean and polish cutlery:

- Use a clean metal container half full with boiling water. Add a few drops of white vinegar or lemon juice to the water.
- Hold cutlery by the handle, submerge into the water solution for at least 10 seconds, then remove and polish vigorously with a clean, dry, lint–free cloth.
- If water stains have not been removed, repeat the above process.
- When polishing is complete, take care not to contaminate polished cutlery by touching and leaving fingerprints on it.
- Sort various sizes into appropriate clean cutlery containers, or use a clean tray. If there is no cutlery drawer, cover with a clean cloth or wrap in cling wrap to keep cutlery clean and sterile.

3.4 Restaurant Linen

Linen is one of the most costly and essential material used in the restaurant. Mostly, cotton is used in the restaurant for all purpose because of its absorbent quality. Restaurant linen consists mainly of table cloths, overlays, napkins and other more specialised items such as place/table mats, table runners, buffet skirts and so on.

3.4.1 Types and purpose of linen:

Tablecloths

Come in various sizes and shapes for different sized and shaped tables. They may also be in different colours or patterns, depending on the restaurant. Many restaurants have white tablecloths with a coloured overlay or runner over it.

Overlays

These are placed over the tablecloth to protect it. They are smaller than tablecloths and therefore are easier and cheaper to wash. Overlays are usually in a different colour to the table cloth.

Napkins

These are usually white, and folded in the style of the restaurant

Place mats

Place mats are used in some establishments instead of table cloths. They are made of material or plastic – which is used in some family style restaurants and can easily be wiped clean.

Table runners

These are placed over the table cloth for decoration.

Buffet skirts

These are placed around the front of buffet tables and go all the way down to the floor. They can be bought in different lengths for different sized tables.

Size of the restaurant of linen

Different sizes of Restaurant Linen	
Napkin (Serviette)	21"x21"–18"x18"–12"x12"
Service Cloth	18'x26"
Table Cloth	72"x72"/54'x54"/72"x96"
Buffet Cloth	2x4 meter/6'x12'
Slip Cloth	36"x36"
Multan	32"x32"
Frill	As per requirement
Tray Cloth	As per requirement

A par stock of linen is provided to each outlet for smooth functioning. Care should be taken to store it carefully to avoid misuse.

3.5 Restaurant Furniture

Furniture must be chosen according to the need of the establishment. Very often by using different materials design and furnish and by careful arrangement one can change the atmosphere and appearance of the food service area to suit different occasion.

Common restaurant furniture:

Chair

1. A chair seat: 46' (80 inch) from the ground
2 Wide: 46' (18 inch).
3 Height: 1 meter (39 inch) from the ground to the top.
4 Depth: 46' (18 inch) from the front edge of the seat to the back of the chair.

Table

1 Round table: 1 meter (3 feet) in diameter– to seat 4 people.
2 Square table: 76 cm (2 feet–6 inch) square to seat 2 people, 1 meter (3 feet) square to seat 4 people.
3 Rectangle Table: 13 cm x 75cm (4 feet–6 inch x 2 feet– 6 inch) to seat 4 people. Mainly used for banquets to which extension would be added for longer parties.
4 Oval Table
5 Serpentine table
6 Conference table

Side Board (Dummy Waiter)

The side board is a piece of furniture with shelves & cupboard, specious enough to hold all the linen, cutlery, crockery, glassware, chinaware etc. The style and the design of the sideboard vary from one establishment to another. It depends upon the style of the service and the menu offered the number of waiters/waitress working from the sideboard, the number of table to be served from one sideboard, the amount of equipment required.

3.6 Bar and Bar Equipment

Bar serves alcoholic and non–alcoholic drinks to the guests. It is an important part of the restaurant in generating revenue. It is located in the lounge, public area or in front of Food and Beverage outlet.

Types of Bar

The various types of bars in operation are:

1. **Fixed** – a permanently sited, fully operational bar. This is usually the main bar.
2. **Cocktail** – a specialist bar, also permanently sited, possibly near the restaurant. Usually smaller in size than the main bar.
3. **Dispense** – an area, where drinks are dispensed only to service staff, for example, sited in a restaurant but not accessible to guests.
4. **Temporary** – set up for a specific purpose, for example, in a function room.

Bar equipment

Different types of equipment used in the bar to serve beverages are as follows:

Measures or portions of Spirits

Spirits (whisky, gin, vodka, rum, etc.) must be sold in specific measures and multiples thereof. These measures vary from country to country. The standard measure is 20 – 25ml for a single and 40 – 50ml for a double measure. A notice should be displayed indicating the measure being used in the establishment. Measures are also called shots or tots.

Glassware

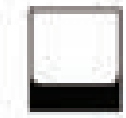
Glassware is usually used for serving mostly cold, but sometimes hot drinks are served as well. There are many different sizes and shapes of glasses that are used for different drinks. There are two basic types of glassware: stemware and other glassware. Wine glasses have stems, whereas beer glasses, whiskey glasses and soft–drink tumblers do not have stems.

Types of glassware

There are a number of different types of glasses used in the bar. These glasses include the following:

Drinks	Glasses
Liqueur	Liqueur/Shot
Sherry	Sherry Glass
White wine	White Wine Glass
Red wine	Red Wine Glass
Champagne/Sparkling wine	Flute/Saucer
Brandy	Brandy Balloon
Short Cocktails	Cocktail glasses/Martini Glass
Beer	Mug/Pint/Goblet
Tequila	Shot Glass
Cocktails	Rolly Polly
Whisky	On the Rocks
Juice	Hi Ball
Fresh lime Soda, Long Drinks, Iced Tea	Tom Collin

HIGHBALL


OLD FASHIONED

IIQUEUR

IIQUEUR

PORT

CHAMPAGNE SAUCER

CHAMPAGNE FLUTE

SHERRY–GLASS

BRANDY BALLOON

Cocktail Glass (martini)

Cocktail Glass (Cosmopolitan)

Hurricane Glass

Margarita Glass (Saucer)

Margarita Glass (Welled)

Poco Grande

Zombie Glass

Sherry Glass

Brandy Snifter

Old Fashioned Glass

Rock Glass (Standard)

Rocks Glass (Double)

Rocks Glass (Footed)

Highball Glass (Tumbler)

Highball Glass (Footed)

Goblet Glass (Schooner/Chalice)

Wine Glass (Red)

Wine Glass (Grande)

Wine Glass (White)

Flute Glass

Pint Glass (Mixing)

Pint Glass (Pub)

Pilsner Glass (Standard)

Pilsner Glass (Footed)

Pilsner Glass (Weizen)

Seidel

Shot Glass (Standard)

Shot Glass (Marked)

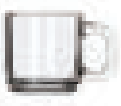
Shooters Glass (Single)

Shooters Glass (Double)

Cordial Glass

Cordial Glass (Footed)

Irish Coffee Glass (Footed)


Irish Coffee Glass (Mug)

Beverage Glass (Tumbler)

Cooler Glass (Faceted)

Cooler Glass (Tumbler)

Goblet Glass (Banquet)

Goblet Glass (Teardrop)

Pitcher (Beer)

Iced Tea Glass (Tumbler)

Iced Tea Glass (Double Bulge)

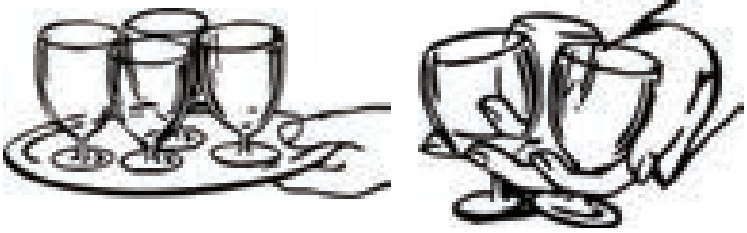
Iced Tea Glass (Footed)

3.7 Handling glassware

Glassware is fragile, and can easily be chipped, cracked or broken. This is why it should be handled carefully at all times. Following are some of measures that you need to take care when handling glassware.

1 Avoid banging or crashing glasses together
2 Keep glasses slightly apart on shelves, or trays, or when they are being carried by hand.
3 Do not stack glasses unless they are designed to be stacked.
4 Allow glasses to cool after washing them before filling then with cold drinks, otherwise they might crack from the temperature difference.
5 For hot beverages, warm glasses under hot running water before pouring the drink into the glass.
6 Whenever possible, carry glasses and ashtrays on a tray for the following reasons.
7 It looks professional.
8 It avoids breakage.
9 It makes sure there are no fingerprints on the glasses.
10 Remember.
11 Carry glasses by the stem or foot.
12 Never carry too many at the same time.
13 Avoid knocking them against other things.
14 Be extra careful when glasses are full so you do not spill them.

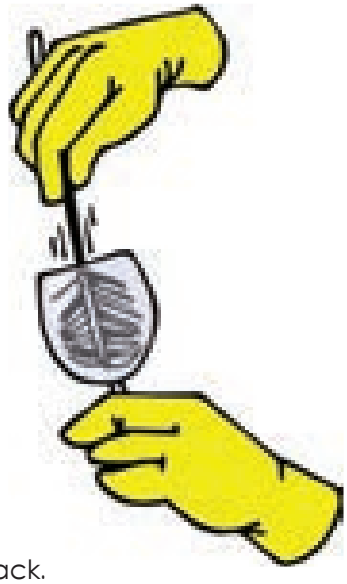
Carry glasses like this



Not like this

Cleaning glassware

Glasses must be cleaned using correct chemicals, equipment and facilities provided by the establishment. Glassware can be cleaned manually (by hand) or automatically (by machine).



Hand washing glassware

For hand washing, glassware should be washed by a two–stage method with detergent and water at 50 – 60°C in the first sink and water at 80° in the second sink. If the glassware will not stand the rinsing temperature, a chemical disinfectant must be added to the second sink with water at a lower temperature. It is important to:

1 Use the correct detergent.
2 Use a soft cloth and brush
3 Hand wash glasses one at a time.
4 Watch for lipstick.
5 Do not knock the glasses together.
6 When finished place upside down on a cloth or stable draining rack.

Machine washing glassware

Cleaning equipment or machinery must be clean, free from damage and ready for use:

1 Check the cleaning equipment before it is used to ensure that it is functional, operational and clean.
2 Check that the power is on, and that all necessary equipment such as brushes, baskets and cloths are available and in good repair.
3 Turn the machine on a little in advance to give it time to heat the washing and rinsing water to the right temperatures. Usually a light will show when the machine is ready for use.
4 Check and if necessary replace the containers of detergent and rinse aid.
5 Wear gloves and follow manufacturers' directions for handling chemicals and detergents.
6 If a glass breaks in the machine, carefully remove all the pieces.
7 When operating cleaning equipment the following should be checked:
   - All plugs are in working order
   - Machine is switched on and checked that the correct temperature is reached
   - Cleaning and rinse solutions are correct according to manufacturer's instructions

Polish glassware

Even when glasses have been hygienically washed and sterilised by the high temperature of the washing cycle in a commercial dishwasher, it is still necessary to polish all glassware by hand before it is stored or used for service. A lint–free polishing cloth should be used to polish glasses and make sure that they are spotlessly clear. The following steps should be taken with finished glassware:

1 Dry glasses as soon as possible after washing.
2 Use a lint-free cloth.
3 Do not touch the glasses directly with your hands.
4 Check that sufficient stock of glassware is available for service, and if not, report it to the supervisor.
5 Make sure that cleaned glasses are clean, free from damage, chips, cracks, debris, dust, etc. before storing/packing them in the required storage areas.
6 Glasses in storage should be packed correctly according to the different types and quantity required for use. This also ensures ease of stock taking.

Do not hold the glass with your bare hands; hold it with a cloth to prevent fingerprints on the clean glass.

Storing glassware

The storage of glasses depends on the space available, the design of the bar and the type of glass. Where possible, glasses for a particular drink are kept together, and near to the beverages that they are intended for. Glasses in which the top selling drinks are served should have the most accessible position.

Sometimes glasses are stored resting on their rims, sometimes hanging from their handles, or by the stem. When stored resting on their rims, the shelf must be kept very clean, or should be lined with clean disposable paper or clean cloth. The following procedures will help you to store glasses cleanly, safely and minimise damage:

1 When handling glasses for storage, hold them by the base or stem to prevent fingerprints getting on them, and not to contaminate them with bacteria from the hands.
2 Put them in place gently to avoid knocking other glasses or the shelf and breaking the glasses.
3 Preferably store glasses upside-down to prevent dirt falling into them.
4 Make sure the glass is safe before letting it go. Check that it is hanging securely from its handle, or that it is away from the edge of the shelf, and tall, thin glasses are not likely to topple over.
5 Keep glass storage area clear of rubbish
6 Do not store glasses inside one another
7 Never put glasses upside-down on a surface without a cloth or paper lining
8 Once clean, only touch glasses by the stem or base.
9 Always check for chips and cracks.

Handling broken glassware

1 Always be careful when handling broken glassware.
2 Try to collect all the broken pieces.
3 Wrap broken glass in paper or newspaper.
4 Never throw unwrapped glass into the bin.
5 Never put broken glass into plastic waste bags.
6 If a glass is broken in a glass washer, carefully remove all the pieces.
7 Recycle glass if this is part of your establishment's requirements.

3.7.1 Dispose of damaged or broken glassware

Chipped or cracked glassware must be taken out of service immediately so that it does not cause any injury or accident to guests or staff. Dispose of damaged or broken glassware safely in accordance with organisational requirements.

3.8 Using a Tray

Using a tray is a quick and safe way to carry items and means less journeys need to be made to and from the dining area. In the course of your job in food and beverage service, you will need to be able to use a tray for a variety of different tasks, such as:

- Carrying cutlery
- Carrying glassware
- Serving food orders
- Serving beverage orders
- Clearing tables of glasses, cutlery, crockery etc.
- Carrying/clearing room service orders

3.8.1 Carrying a Tray

There are several different positions for carrying a tray:

Low carrying position

1. This method is usually used for serving hot beverages like tea and coffee.
2. The carrying hand is placed below the surface of the pick-up point.
3. Grip the tray with your non carrying hand and slide the tray onto the flat palm of your carrying hand.
4. The tray is transported at waist level and held close to the body.
5. The low carry can also be used when carrying a salver of small items.

High Carrying Position

1. Grip the side of tray with one hand.
2. Place other hand under centre of tray and lift. This method of carrying leaves one hand free to open doors and to protect tray and you.

Hand and Arm Position

1. Position the tray lengthways onto the forearm and support it by holding the tray with the other hand.
2. This is the most suitable way to carry a loaded tray after clearing tables.
3. The tray must be organised so that the heaviest items are nearest to the carrier. This helps to balance the tray.

Tips :

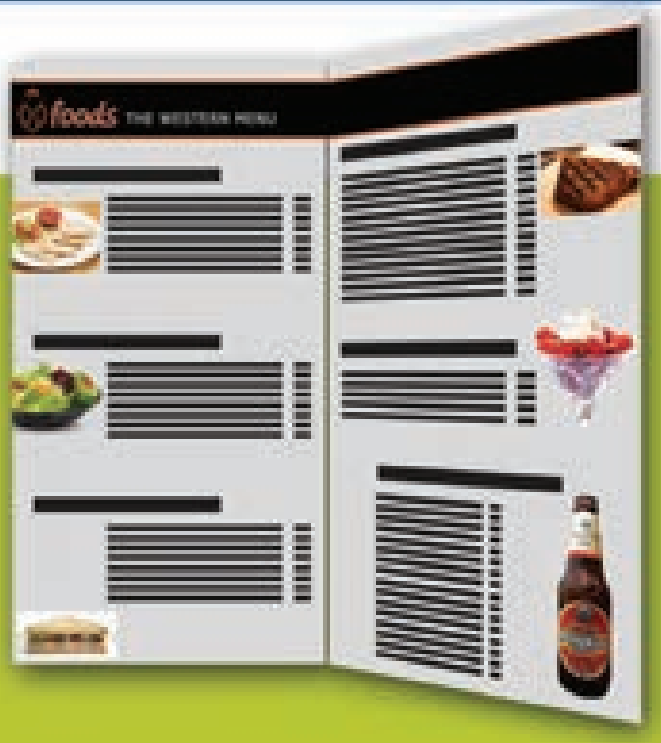
- The hand and arm position is most suitable for clearing tables; both of the other two methods are ideal for food and beverage service.
- When lifting a loaded tray off the floor, (e.g. room service tray), bend your knees and keep your back straight. This prevents back injury.
- Carry a stack of plates in both hands, not on a tray, where it would be too heavy to carry safely.

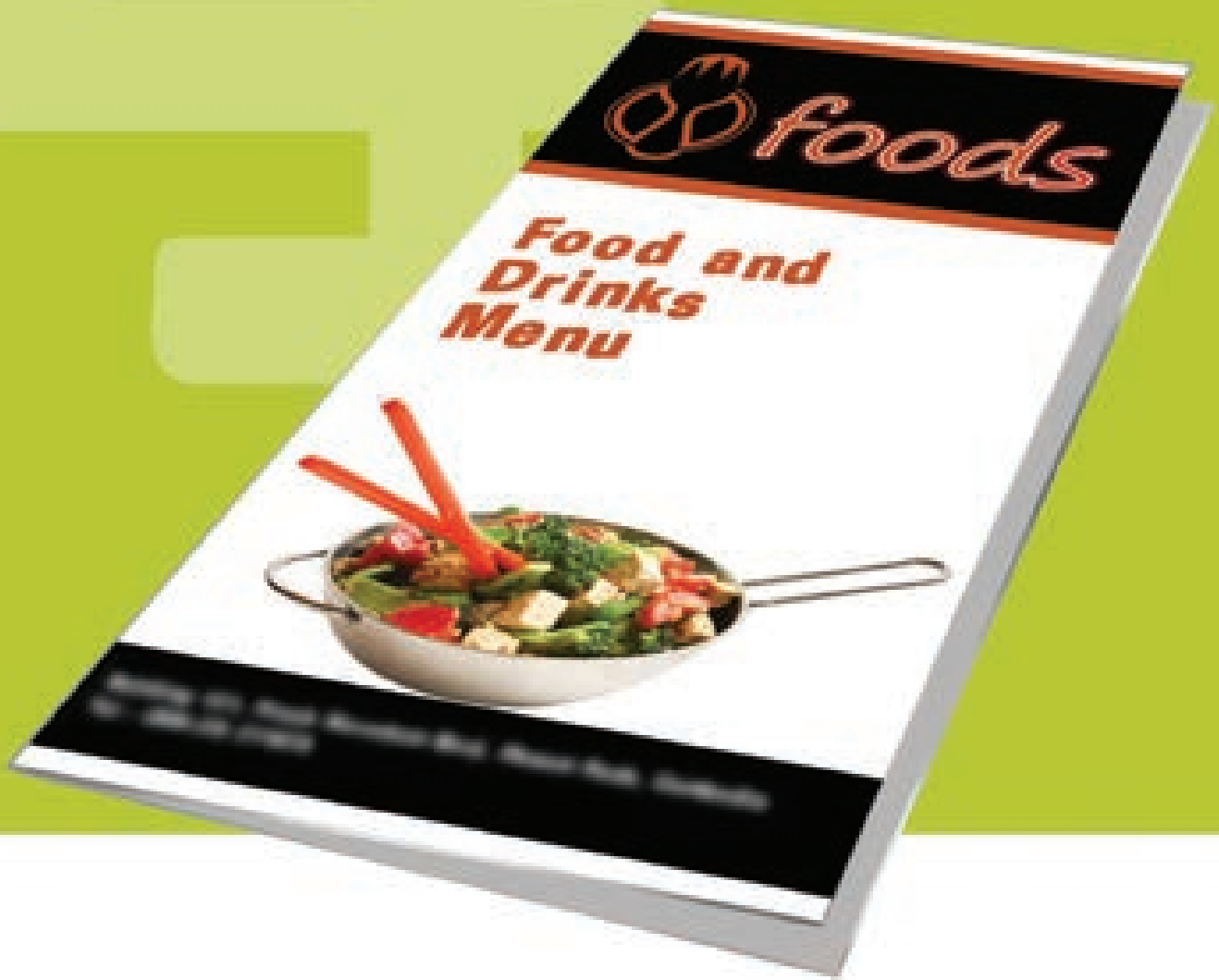
3.8.2 Unloading a Tray

- Place tray in safe position.
- Unload carefully. Do not upset balance.
- When unloading in wash–up area, place items in correct place to minimise breakage (e.g. glasses together, plates together, cutlery sorted).
- Prevent waste by :
  - Sorting items correctly;
  - Scraping waste food into the swill bin;
  - Ensuring cutlery and glasses do not go into the swill bin;
  - Separating food items that can be reused (e.g. butter, bread, and milk).

MODULE 4

RESTAURANT MENU





4 Introduction

This module introduces the menu, purpose, types, and characteristics of the different types of menu as well as the different components of various menus. This module will enable you to compile your own menu using different techniques to promote your restaurant and to sell better.

4.1 Menu

The Menu is a price list of food & beverage items available in Food & beverage outlets. This is one of the most important parts of modern catering operations. A menu has to be well designed as it acts as a selling tool. It helps the guest to select what they like to eat and drink. Depending on the establishment and the occasion, the menu may be plain or artistic in its presentation.

Why a restaurant requires menu?

1. Menu acts as bridge between the establishment and the customer.
2. It provides all necessary information regarding dishes available, their price range and other rules and regulations set by the restaurant.
3. Menu provides clarity on price for each individual item, and helps to develop accurate billing.
4. Due to accent problem, the server or guest may not pronounce some dishes names correctly and may create confusion. But a well written menu lessens this type of human error.
5. Menu differentiates type of dishes in different categories, making easier for a guest to select his/her choice from the listed categories.
6. It helps to identify cutlery, glassware and other tools needed to do the cover.
7. It can help you to identify the service skills you need for the selected item, time, presentation and any other support you may require during service delivery.

4.2 Types of Menu

A restaurant may have several menus, or there may be just a single type of menu, depending on type of restaurant and the types of food and services offered. It is important that you know which menu is applicable where and why.

Following are various types of menus used in food and beverage sector:

A la carte

A la carte means a multiple choice menu in which each item is listed down in specific sequence with individual price. It is a choice menu which offers wide varieties of different dishes as per guest wishes and is available almost all hotels and restaurants.

Simple Structure

- Starters
- Main Courses (entrée)
- Desserts

Complex Structure

- Hot Starters
- Cold Starters
- Soups
- Fish and Shellfish Dishes
- Meat, Poultry and Game Dishes
- Chef's Specials
- Desserts

See the following sample of A la Carte

Table d'hôtel

In short, the meaning of table d'hôtel is "table of the host". It refers to a menu of limited choice, which is planned in advance for specific functions. In this type of menus, each dish is not individually priced but the complete meal is sold to the guest for a fix price. Some of the hotels/restaurants offer fix menu for breakfast/lunch/dinner which is generally used in banquet function and ceremonies as a buffet menu. This menu is commonly used in special occasions like Christmas, New Year and Banquette.

Starters

Salad of roasted vegetables with feta cheese
Or
Cream of tomato soup with a hint of orange

Main Courses

Fillet of Sea Bass with Sun Dried Tomatoes and herb mayonnaise
Or
Cutlets of Spring Lamb with Rosemary Gravy

Desserts

Chocolate mousse
Or
Vanilla ice cream with fresh berries
* * *
Tea or Coffee

4.2.1 Components of Menu

Menu should be complied on the basis of following components:

1. **Supplying to menu:** Seasonal supplies of vegetables and non–vegetarian items. Local availability of supplies.
2. **Balance of menu:** Light to heavy, then heavy to light Vary the sequences of preparation of each course. Change the seasoning, flavouring and presentation. Ensure that garnishes are in harmony with the main dishes.
3. **Food Value of menu:** Use commodities and methods of cooking which will preserve the natural nutritive properties of the raw materials.
4. **Colour and presentation:** Choose colours carefully and present them in a visually Appealing manner, avoid cluster and focus on clarity and easy reading.
5. **Languages:** The menu should be written either all in English or all in any regional language and be easily understood by the customer. Ensure proper spelling, correct terms, correct sequence with courses and, where appropriate.

4.3 The French Classic Menu Sequence

The dishes with some similarities are grouped in a group termed as a 'Course' of menu. E.g. all dishes made from fish are grouped and termed as 'Poisson' course. The number of courses on a menu, and dishes within each courses, depends on the size and the class of establishment. In an establishment where full food preparation and service brigades are in full operation a full menu may be offered.

Following is the list of courses of a French classic menu :

French Term	English Term
Hors d'oeuvre	(Appetizer)
Potage	Soup
Oeufs	Eggs
Farinaceous/ Farineaux	Rice and Pasta
Poisson	Fish
Entrée	First Meat Dish
Sorbet	Flavoured Ice
Releve	Main Meat Dish
Roast	Roast of Games Birds
Legumes	Vegetables
Salads	Salads
Buffet Froid	Cold Buffet
Entremets	Sweets
Savoureux	Savoury
Fromage	Cheese
Dessert	Desserts
Beverages	Tea/coffee

Hors D'oeuvre (Appetizer)

Hors–d'oeuvre is of a spicy nature in order to stimulate the appetite. The term is accepted as meaning a variety of pickled or well–seasoned foodstuffs. The main purpose of having this is to create the appetite for next courses .The dishes, served before soups are also termed as Hors–d'oeuvres. Hors d'oeuvres are either served from a rotating trolley or a tray, a smaller amount of each variety being placed on the tray to make–up a portion. The examples are: Potato salad, Fish mayonnaise, Egg mayonnaise, Russian salad, Shellfish cocktail– prawns or shrimps on a bed of shredded lettuce and coated with tomato–flavoured mayonnaise.

Potage (Soup)

Soup may also act as an appetizer for the courses to come. Generally, in a menu two soups are usually provided, one being clear soup (consomm') and the other a thick soup (crème, veloute, puree). Special forms of soup may also be served, bisque, bortch, petite marmites etc. Although there is a choice of clear or thick, as only one will be served. The clear soup is always placed first on the menu. The examples are:

Consommé julienne–clear soup garnished with strips of root vegetables. Consommé celestine–clear soup garnished with strips of Savoury pancakes.

Oeuf (Egg dishes)

Examples of egg dishes are: Omelette espagnole–flat Omelette with onions, peppers and tomato, Omelette fines herbs– Savoury Omelette

Farinaceous/Farineaux (Pasta and Rice Dishes)

Examples of farinaceous dishes are: Spaghetti Napolitano– spaghetti in a tomato and garlic flavoured sauce. Spaghetti bolognaises– spaghetti blended with minced lean beef in a rich brown sauce.

Poisson (Fish)

The method of cooking and type of fish used may vary. Some examples are: Sole meuniere–sole shallow fried in butter, Sole Colbert–sole flour, egg and bread crumbed (pane) and deep–fried; the fillets are rolled back of the backbone in preparations. Fillet de plie frite: fillet of plaice deep–fried and accompanied by a mayonnaise–based sauce flavoured with capers, gherkins and parsley.

Entrée (First meat dish)

Entrée are generally small, well–garnished dishes, which comes from the kitchen ready for service. They are always accompanied by a very rich gravy or sauce. When a releve follows the entrée then potatoes and vegetables are not served with the latter; if, however, a releve does not follow the entrée then potatoes and vegetables would be served with the entrée. An entrée is the first meat course on the French classic menu. Examples of entrée are: Poulet sauté chasseur– sauté chicken in a rich brown sauce flavoured with tomato and mushroom. Supreme de volaille a la king– breast and wing of chicken cooked under a cover in oven. Chautebriand– double fillet steak grilled. Chop de porc grille–pork chop grilled.

Sorbets (Flavoured ice)

Because of the length of the French classic menu, this course is considered to be the 'rest' between courses, where the dinners may obtain second wind. The sorbet, therefore, must be able to counteract the richness of dishes already served and stimulate the appetite for those to come. The sorbet is a water ice plus Italian meringue, flavoured with champagne glass, which should then be served on an under plate with teas poon. Generally, in a gala dinner or state dinner, meal cigarettes or Russian cigars and sometimes the first speech are given.

Releve (Main meat dish)

Releves are normally larger than entrees and take the form of butchers' joints, which have to be carved. These joints are either poeled or roasted. A sauce or roast gravy and potatoes and green vegetables are always served with this course. The main dish may consist of any of the following items: saddle of mutton, baron of beef, boned sirloin, braised ham. Examples are: Contrefilet de boeuf roti a l'anglaise: boned and roasted sirloin of beef. Cuissot de porc roti, puree de pommes: roast leg of pork with apple sauce. Carre d'agneau roti: roast best end of lamb.

Rotis (Roast)

Roast always consists of roast game or poultry, chicken, turkey, duck, pheasant, quail. Each dish is accompanied by its own particular sauce and gravy, with a green salad served separately on a crescent shaped dish. The latter is placed at the top left–hand corner of the cover.

Legumes (Vegetables)

At this stage of the meal the balance of the courses is gradually returning from heavy to light. We now have a vegetable dish served only with its accompanying sauce. Such vegetables are asparagus, artichokes and corn–on–the cob, with hollandaise sauce or beurre fondue offered separately. In a classic function these legumes may be served on their own as a separate vegetable course. Examples are: Puree de pommes–creamed potatoes. Pommes persille–boiled potatoes coated with melted butter and sprinkled with chopped parsley. Pommes au four–baked jacket potato. Champignons grille–grilled mushrooms

Salade (Salads)

Example of salads is: Salade francaise: lettuce, tomato, egg and vinaigrette dressing. Salade vert: lettuce, watercress, cucumber and green pepper.

Buffet Froid (Cold Buffet)

Examples are: Poulet roti: roast chicken. Caneton roti: roast duck. Cote de boeuf roti: roast side of beef (ribs).

Entremets (Sweet)

The sweet may be hot or cold. The examples are: Crepe suzette: pancakes in a rich fresh orange juice and grand Marnier– flavoured sauce and flamed with brandy. Glaces: vanilla, fraise, chocolate – vanilla, strawberry and chocolate ice creams.

Savoureux (Savouries)

Savouries may take the form of Savoury items served hot or toast or as a Savoury soufflé. The examples are: Welsh rarebit: cheese sauce flavoured with ale on toast and grilled. Canapé Diane: chicken livers rolled in bacon and grilled, placed on warm toast. Champignons sur croute: mushrooms on toast.

Formage (Cheese)

All types of cheese may be offered together with the appropriate accompaniments. The ideal cheese board should combine hard, semi–hard, soft or cream, blue and fresh cheese. See the example in the table below:

Type of cheese	Place of origin
Cheddar hard	England
Red Cheshire hard	Holland
Brie soft	France
Caerphilly semi hard	Wales
Gruyere hard	Switzerland
Ricotta fresh	Italy
Gouda hard	Holland

Desserts (Dessert)

All forms of fruit and nuts may be served accompanied by castor sugar and salt.

Beverages (Drinks)

All type of coffees and teas are served in this course. And this is the end of the meal. After this, men generally proceed to smoke room and ladies proceed to recreation room (in a classic dinner gathering).

MODULE 5

BEVERAGE AND TOBACCO

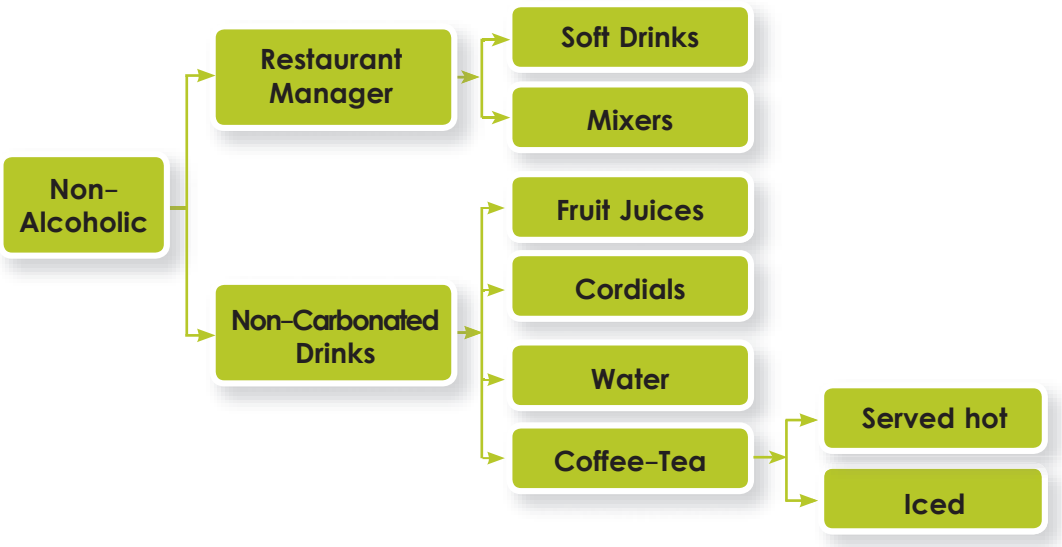
5 Introduction

This module gives you information about beverages, types of beverages mainly different of alcoholic & non–alcoholic beverages, their serving procedure, introduction of tobacco and its serving method. Please make sure that you give a glance at everything covered in the module. And write them in orderly fashion.

5.1 Beverage

Beverage is any type of liquid which is intended for human consumption and it should have nutritive value. They are generally categorized as non–alcoholic and alcoholic beverages.

5.1.1 Non–alcoholic Beverage



A non–alcoholic beverage is a beverage that contains no alcohol. Such drinks are generally drunk for refreshment, or to quench thirst. Non–alcoholic beverages can be mainly classified as hot and cold beverages, such as:

Water

In a restaurant you will find following types of water:

1. **Bottled or Jar water:** natural spring or mineral waters are always served well chilled, at approximately 7–10˚C (42–48). Do not serve ice unless specifically requested.
2. **Tap Water:** You may serve tap water where it is safe to drink and in some countries it is compulsory to serve tap water if guest ask for it. Tap water is usually served in a glasses or a jug with ice, and lemon can be added for extra flavour an appeal.

Refreshing drinks

Generally refreshing drinks are drink that is chilled. They can either be carbonated or non–carbonated. You will find lot of different types of refreshing drinks served in the food and beverage sector.

It can be generally summarized as below:

Aerated	Coke, Fanta, Sprite, soda
Fresh Juice	Mango, Pine apple, Papaya, Fresh mix fruit, etc.
Canned juice	Any type of pre-packaged juice. example, real juices, Ceres, frooti.
Coffee based drinks	Ice coffee, Ice Mokka, etc.
Milk shakes	Banana milkshake, smoothies, lassi, etc.

5.2 Tea

Tea is a very popular beverage and is served throughout the world. Most teas used are blended teas and the most popular ones are:

1. Ceylon (black tea)
2. Earl Grey
3. Darjeeling
4. Jasmine

Making Tea

Procedure	Equipment needed
1. Ensure all equipment used is scrupulously clean. 2. Heat the pot before putting in the tea, so that the maximum heat can be obtained from the boiling water. 3. Measure the dry tea or check the number of tea bags to use. Usually one bag per person. 4. Use freshly boiled water. Pour into pot, on top of dry tea leaves. 5. Allow brewing for 3–4 minutes, to obtain maximum strength from the brew. 6. Ensure all equipment used is scrupulously clean. 7. Heat the pot before putting in the tea, so that the maximum heat can be obtained from the boiling water. 8. Measure the dry tea or check the number of tea bags to use. Usually one bag per person. 9. Use freshly boiled water. Pour into pot, on top of dry tea leaves. 10. Allow to brew for 3–4 minutes, to obtain maximum strength from the brew.	• Tray or salver • Tray cloth • Tea pot • Hot water jug • Jug of cold milk • Slices of lemon • Slop basin (if using loose tea leaves) • Tea strainer (if using loose tea leaves) • Stands for tea pot and hot water jug • Sugar basin and sugar spoon or tongs depending on whether using sugar granules or cubes • Tea cup and saucer • Teaspoon

5.3 Coffee

Coffee is also a very popular beverage and is served at breakfast, luncheon and dinner. Like tea, coffee is usually blended to achieve different flavours. Speciality coffees are served in many restaurants, especially coffee shops, at any time of the day.

Before blending, the coffee beans are roasted to give a distinct flavour. The characteristics of good coffee are good flavour, rich aroma and good colour when milk is added.

Types of coffees

Espresso : Espresso coffee is Italian in origin. It is made in a machine, which has the capacity to provide individual cups of coffee in seconds, with some industrial machines capable of making 300–400 cups of coffee per hour. The method involves passing steam through the finely ground coffee and it infusing under pressure.

Espresso is served black in a small cup. Guests may also request double espresso, which is two servings of espresso, served in a large cup.

Cappuccino is an espresso coffee, served in a large cup, topped with steamed frothed milk. The milk is heated for each cup by a high-pressure heat injector, usually attached to the espresso machine. Cappuccino is served with a sprinkling of powdered or grated chocolate on top

Americano – an espresso served with added hot water to create a regular black coffee.

Cafe Latte – a shot of espresso with hot milk, served with or without foam.

Cafe Mocha – a shot of chocolate compound either syrup or powder followed by a shot of espresso. The cup is filled with freshly steamed milk topped with whipped cream and cocoa powder.

Caramel macchiato: Similar to latte, but it contains caramel syrup and sometimes it may also contain vanilla syrup or vanilla extract. Some prefer to drink it hot while some love drinking iced caramel macchiato

Iced Coffee: Strong sweetened coffee served over ice with cream.

Coffee making

Procedure	Equipment needed
1. Use freshly roasted and ground coffee. 2. Buy the correct grind for the type of machine in use. 3. Ensure all equipment is clean before use. 4. Use a set measure of coffee to water: 8–10grs. Per cup. Standard coffeepot of 1 litter will require 100grs of coffee. 5. Add boiling water to the coffee and allow infusing. 6. Control temperature, since to boil coffee is to spoil coffee, as these results in the coffee developing a bitter taste. 7. Strain and serve. 8. Add milk or cream separately. 9. Coffee should be served very hot and never luke warm.	• Tray or salver • Tray cloth/napkin • Tea cup and saucer • Teaspoon • Sugar basin and tongs or a teaspoon according to the type of sugar offered • Coffee pot • Jug of hot milk or cream • Stands for the coffee pot and hot milk jug

La Cafetiere Method

An alternative method of making coffee is to use a La Cafetiere.

The La Cafetiere is a simple method of making coffee quickly and to order by the infusion method. This in turn ensures that the flavour and aroma of the coffee are preserved, adding to the guest's enjoyment. La Cafetiere comes in the form of a glass container with a lip held in metal holder and sealed with a lid, which also holds the plunger unit in position. It comes in three sizes: 3 cup (demitasse), 8 cup and 12 cup.

Making La Cafetiere Method Coffee.

The method of making is completed simply by adding boiling water to the ground coffee, stirring and then placing the plunger unit and lid in position. It is visually attractive to the client and involves him in completing the process by ensuring the plunger unit is pushed to the base of the glass container before serving.

5.4 Service of Tea and Coffee

Sequence	Points to remember
1. A cup, saucer and spoon are placed before the guest with the cup handle pointing to the guest's right hand and the spoon at an angle. 2. A tray or salver is set with coffee/ tea pot, hot water pot, milk/cream or lemon slices, white or brown sugar and carried in the server's left-hand. 3. The tea or coffee is then poured from the guest's right-hand side to within 1 centimetre of the brim. OR 4. The guest is left to pour their own tea and coffee the way they like it. 5. Milk, if required, is poured the same way. 6. Sugars are placed on the table for the guests' use. 7. Tea and coffeepots are left on the table, to the right of the guest.	• The pot must always be hot. • Water temperature (boiling). • Correct measures of tea/coffee. • Adequate brewing time.

5.5 Mocktails

A non-alcoholic drink consisting of a mixture of fruit juice or other soft drinks is known as mocktail. Example: Virgin Mary, Virgin Daiquiri, Pinacolata, Nojito, Classic Shirley Temple.

5.5.1 Service of non-alcoholic beverage

The method of preparing and serving non-alcoholic drinks will differ from one drink to the next, for example, the service of tea will be different to that of coffee. Each establishment may have its own way of serving these drinks. However some general procedures should apply to most types of drinks.

Serving Sodas

All sodas may be served on their own, chilled or with ice. They may be served in a range of glasses, for example, long glasses i.e. 'Slim Jim', Zombie or Highball depending on the policy of the establishment. They may also accompany other drinks as a mixer e.g. Whiskey and Ginger Ale, Gin and Tonic, Vodka and Bitter Lemon, Rum and Coca-Cola.

Service of Juices

Tomato Juice: This is a savoury fruit drink, and it should be served chilled in a 150ml goblet on a doily, on an under plate with a teaspoon. It is traditionally served with accompaniments:

1. Worcester sauce which should be shaken, the top removed, placed on an under plate and offered as an accompaniment.
2. The goblet may have a slice of lemon placed over the edge as additional presentation, or a stick of celery
3. Salt and pepper of also often offered with tomato juice

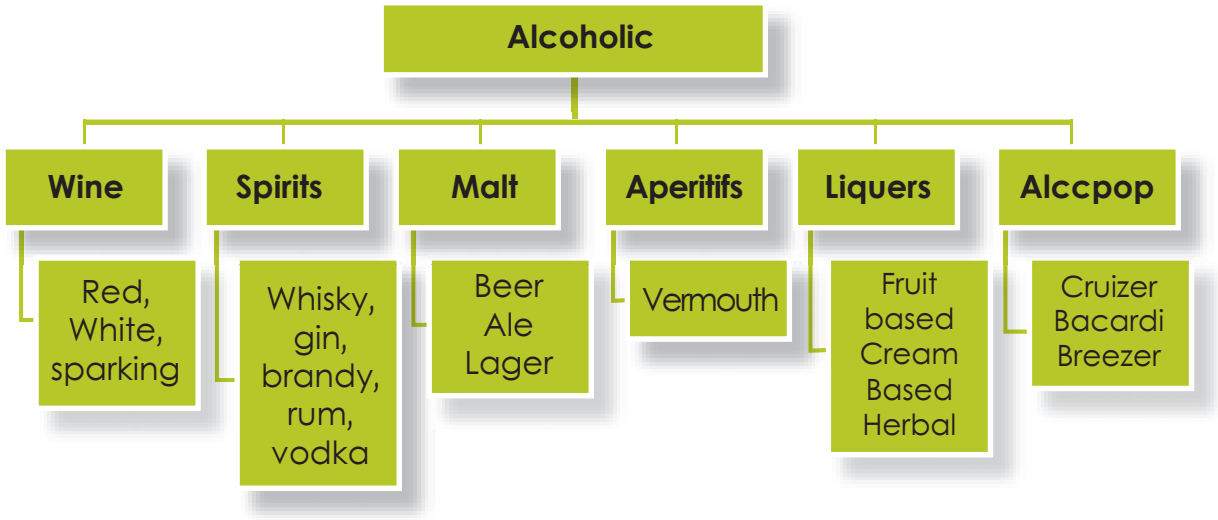
Fruit Juice

Fruit juice may be fresh, bottled or canned. Fresh fruit juice is the best option, but fruits are not always available. Popular fresh fruit juices include orange, lemon, pineapple, mango and papaya juice. These may be prepared using a juicing machine in the kitchen or directly behind the bar.

Fruit juices are served in tall glasses, with or without ice.

5.6 Alcoholic Beverage

Any portable liquid containing from 1% to 75% of ethyl alcohol by volume is known as alcoholic beverage. Alcoholic beverage can be obtained from two methods, Fermentation & Distillation. From the distillation method spirit such as whisky, gin, rum, vodka is obtained & from fermentation wine & beer is obtained.



5.6.1 Spirit

Spirit is a potable alcoholic beverage obtained from the distillation of an alcohol containing liquid. Different types of spirits are classified as follows.

Serving Spirits

Due to the high alcohol content, spirits are often served with a mixer, for example, ginger ale, tonic, soda, lemonade, Coca-Cola, juice, etc. Popular combinations of spirits and mixers include Gin and Tonic, Vodka and Orange, Rum and Coke, Whiskey and Soda etc.

When serving any of these drinks:

1. Select the appropriate glass.
2. Check whether ice/lemon is requested and if so, place in glass.
3. Pour correct measure of spirit into the glass.
4. Select and open mixer.
5. Carrying glasses and mixers on a tray.
6. Place mixed drinks on the table, with a coaster.
7. Pour in mixers for the guest.
8. Remove empty mixer bottles from table.
9. Serve extra ice, if requested.

Spirits and Liqueurs

Spirits	Liqueurs
A spirit is a fermented liquid of starch, sugar, water and a base ingredient that is a fruit, cereal, vegetable or molasses. Examples are: vodka, gin, brandy, whiskey and rum	A liqueur is a sweetened, flavoured spirit. Liqueurs are most often served with coffee at the end of a meal. Examples are Tia Maria (coffee), Baileys (Irish cream), Drambuie (orange), Cointreau (orange)

Spirits have much higher alcohol content than draught or bottled beers and therefore are served in a much smaller measure.

The most popular spirits and their base ingredients are:

SPIRIT	BASE	SERVICE
Brandy	Grapes	On own or with mixer such as coca cola
Whisky	Barley	On ice (on the rocks) or with water or soda water
Rum	Sugar cane	Served with a mixer or used as a cocktail ingredient.
Gin	Any unflavored spirit, flavored with juniper berries and other plant based flavourants	With tonic, ice and lemon
Vodka	Distilled from agave plant (a desert plant, mistaken for a cactus)	Served Straight "Up" or Margarita - Frozen or "On the Rocks"

5.6.2 Whisky

Whisky is a spirit obtained by the distillation of fermented mass of grain, usually barley, maize or rice is used. Alcoholic Percentage: 40%–60%

Types of whisky

1. Scotch whisky: Blue label, Black label, Red label, VAT 69, Chivas Regal
2. Canadian whisky: Canadian club, Canadian Mist, Black Velvet
3. Irish Whisky: Tulamore Dew, Jameson, Bushmills
4. Bourbon or American Whisky: Jeam Beam, Jack Daniels, Old Grand Dad
5. Nepali Local Whisky: Royal stag, Signature, Antiquity, Bagpiper

5.6.3 Gin

Gin is a clear alcoholic spirit distilled from grains or malt and flavoured with juniper berries.
Alcoholic Percentage: 40%–45%
Gin– Beefeater, Tanqueray, Gordon's, Bombay sapphire, Blue Riband, Gilbeys

5.6.4 Vodka

Vodka is an alcoholic spirit of Russian origin made by distillation of rye, wheat or potato.
Alcoholic Percentage: 40%–45%
Vodka– Smirnoff, Stolichnoy, Moskovskaya, Jawalkhel vodka, Russian, White mischief

5.6.5 Rum

Rum is an alcoholic spirit distilled from sugarcane residues or molasses originated in Jamaica.
Rum – Captains Morgan, Lemon Hart & Dagger, Khukuri rum, Bacardi, McDowell's Rum, Malibu
Alcoholic Percentage: 40%–45%

5.6.6 Brandy

Brandy is a strong alcoholic spirit distilled from wine or fermented fruit juice.
Brandy– Camus, Martell, Hennessey Napoleon Bardinet, Remy martin, Golden Grape
Alcoholic Percentage: 40%–45%

5.6.7 Tequila

Tequila is a Mexican alcoholic spirit having very strong alcoholic content made from an agave plant.
Tequila–Pepe lopes, Jose cuervo

5.7 Beer

Beer is a potable alcoholic beverage fermented from cereals & malt flavoured with hops. Any cereals containing starch can be used such maize, rice, corn, wheat & barley.

Beer– Corona, Becks, Budweiser, Samuel Adams, Guiness, Tuborg, Carlsberg, Sanmiguel, Gorkha, Everest, Iceberg
Alcoholic percentage: 3%–10%

Types of Beer Glasses

Beer may be served in a variety of glasses:

- 250 ml ("half pint") tankards for draught beer
- 500 ml ("pint") tumblers for draught beer
- Tumblers for bottled beer
- 330 ml short stemmed beer glass, for example, Export 33 and Halida
- Pilsner glass for lager
- 330 ml, 375 ml and 500 ml

The table below indicates the various sizes in which bottled and draught beer is served:

Size	International (France, Germany etc.)	Imperial (USA and UK)
Half Pint draught	250ml	10 fluid oz (284ml)
Medium draught	330ml	Not Sold
Pint draught	500ml	20 fluid oz (568ml)
Standard bottles	330ml	10 fluid oz (284ml)
Large bottles	500ml	500ml

5.7.1 Serving Beer

In warm climates, beers are very popular drinks, because they are always served chilled. Beer is sold in two ways:

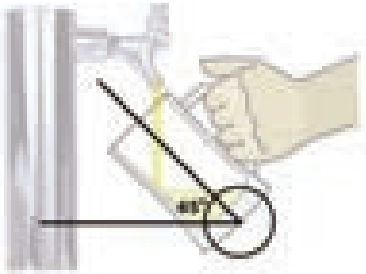
Draught

Draught beer is poured from a tap and stored in large containers, which are sealed and usually require the addition of CO2 (Carbon Dioxide), as they are being poured. Draught beers are usually stored in casks, which have been sterilised. They are then stacked on racks for easy access. Draught beer should ideally be used within three to five weeks.

Pouring draught beer

Beer should be served at a temperature of 13–15˚C (55–58 F). Draught beers should have a small head of froth on them, and the server should ensure that they serve the correct quantity of beer with a small head, and not a large head to make up the quantity required. When pouring, it is important to follow these guidelines:

1. **Hold glass at a 45 degree angle.**



2. **Keep glass about 1 inch below the tap**

3. **When the glass is 2/3 full...**

4. **Straighten it up.**

- Hold the glass in a correct and hygienic manner, that is, by the stem or body, never by the rim.
- The glass should be held at an angle of about 45 degrees.
- The nozzle of the tap should be close to, but not touching the inside of the glass.
- Keep the nozzle clear of the beer to avoid too much 'head' or froth on the beer.

Bottled and Canned Beer

Beer is also available in bottles and cans. This beer has a major advantage over draught beer because its shelf life is six to twelve months if unopened.

Pouring bottled or canned beer

- When pouring bottled beer, it should be poured down the inside of the glass, which is held at a slight angle.
- The neck of the bottle should not be placed in the beer when pouring.
- As you pour, watch the head forming and increase or decrease the flow accordingly. Pour more slowly to prevent excess froth.

All glasses used should be spotlessly clean with no finger marks, grease or lipstick on them. Pouring beer into a dirty glass will cause it to go flat very quickly.

Beers around the world: How many of them do you know?

5.8 Wine

Wine is an alcoholic beverage obtained from the fermentation of the juice of the freshly gathered grapes. Fermentation is conducted in the district of origin according to local customs & tradition.

Types of Wine

Table wine	**White wine:** Chablis, Riesling, Chardonnay, Sauvignon blanc. **Red wine:** Merlot, Cabernet Sauvignon, Pinotnoir, Burgundy. **Rose wine:** Valdo, Proscecco, The Envie d'ete ss **Alcoholic percentage:** 14%–16%
Sparkling Wine	Moet chandon, Dom Perignon, Sekt **Alcoholic Percentage:** Less than 14%
Fortified Wine	Sherry, Port wine, Marsala, Madeira Alcoholic **Alcoholic percentage:** 15%–21%
Aromatised wine	**Vermouth:** Martini, tio pepe, Cinzano **Bitter:** Campari, Angoustra **Liqueur:** Kahlua, Drambuie, Cointreau, Bailleys, Crème de menthe, Sambuca, Triple sec. **Alcoholic Percentage:** 15%–25% Liqueurs are usually served after meal and served 30ml–60 ml in a short glass.

5.8.1 Wine Service

There are specific procedures attached to serving wine and wine bottle handing:

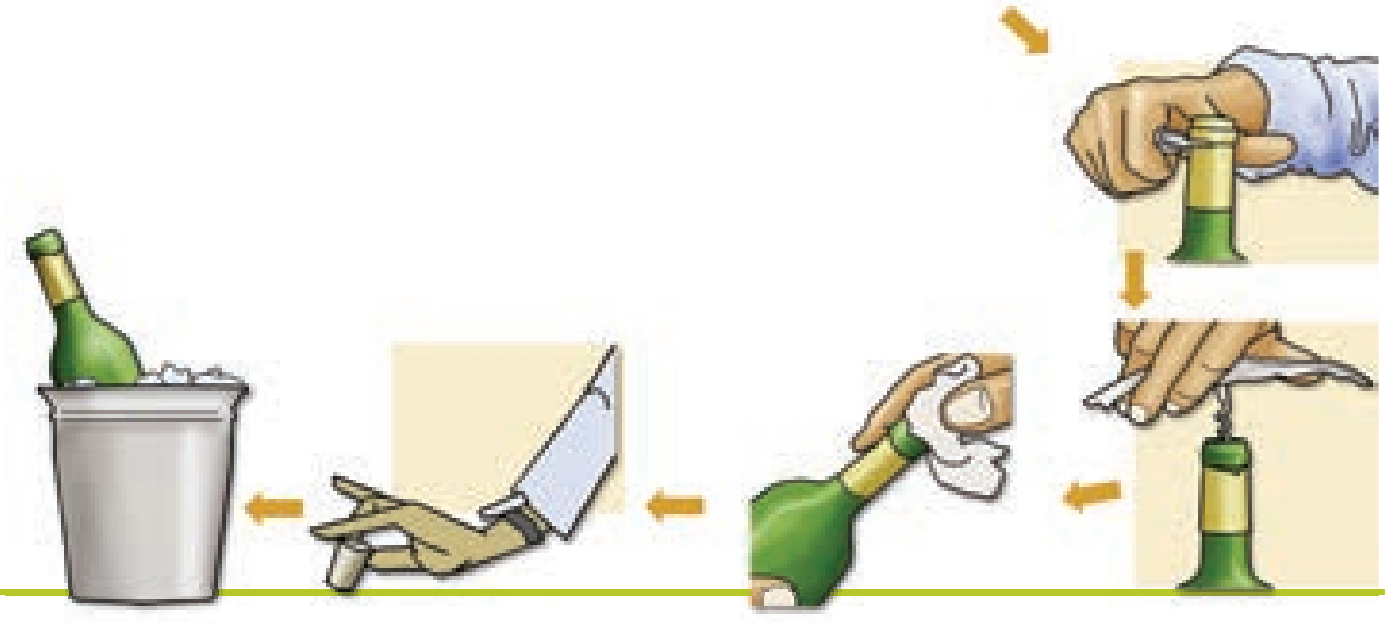
- Wine is usually stored on its side, lying in racks or boxes.
- White wines are put in the chillier or bar refrigerator for chilling before service.
- When pouring wine, hold the bottle with the label facing up so that the guest can see the label

Wine Serving Temperatures

Wine	Temperature
Red Wine	As a general rule, red wines are served at room temperature. 5.1.11 Red wines: 18–21˚C. Some young red wines also may be drunk chilled at about 10–13˚C
White Wine	White wines should always be served chilled, between 10–12˚C
Rose Wine	10–12˚C
Dessert Wines	Served well-chilled between 6–9˚C
Champagne and other sparkling wines	Served well-chilled between 6–9˚C

If a wine chillier is not available, an ice bucket filled with ice and water will bring the temperature of white wine down quickly.

Opening and serving wine



The professional tool for opening a bottle of wine is called a Waiter's Kits:

Opening a bottle

1. Check the bottle is clean and dry.
2. Hold the bottle firmly.
3. When cutting the foil, ensure that it is neatly cut.
4. Wipe the top of bottle with a napkin.
5. Insert the corkscrew correctly.
6. Remove the corkscrew slowly using the Waiters Friend.
7. Take care to wipe inside and outside of the neck of the bottle.

Serving

1. Hold the bottle so that label faces upwards and is visible.
2. Keep the correct distance between bottle and rim of wine glass.
3. Do not rest the wine bottle on the top of the glass while pouring.
4. Offer a sample to host for tasting
5. Serve ladies first, then gentlemen, then host last.
6. Fill glass to 2/3 full, twisting the neck of the bottle to avoid drips.
7. Replace bottle in wine basket or wine bucket, as appropriate.
8. Refill wine glasses.
9. If a new bottle of wine is required, then fresh glasses should be provided.

5.9 Cocktail

Cocktails are a combination of various alcoholic bases, mixed with a selection of mineral waters, fruit juices etc. to a given recipe. An alcoholic drink consisting of spirit or spirit mixed with other ingredients is known as cocktail. Cocktails have a visual impact and mix of ingredients that give them a particular appeal. Since cocktail making allows an opportunity for considerable "showmanship", it is important to have all your cocktail–making equipment assembled and within reach to make it perfect and flawless. Examples cocktail drinks are Bloody Mary, Screw driver, Pina colada, Tequila sunrise, Margarita, B52

5.9.1 Making Cocktails

Many bars also use a blender, especially for making large quantities or for making cocktails where ingredients need to be crushed or liquidised. Ingredients plus ice are added to the blender and the mixture is poured directly into the glass without straining. Following table shows other methods of making a cocktail:

Methods	Things to remember
1. Shake in a cocktail shaker The purpose of shaking cocktails is to mix and cool the ingredients at the same time. Shaking is also the best method to use with heavy ingredients such as cream and orange juice. **2. Build in a cocktail glass** With this method of making a cocktail, the ingredients are not pre–mixed. They are instead, added directly to the glass, one after the other. The cocktail is usually built over ice. **3. Mix in a mixing glass** The purpose of mixing a cocktail is to mix and cool the ingredients. This method is usually used when the ingredients are not heavy.	• Ice should always be clear and clean and don't over fill the cocktail shaker. • Effervescent type drinks should never be shaken. • If egg white or yolk is an ingredient, first break the egg into separate containers. • Serve cocktails in chilled glasses, don't fill the glass to brim • To shake, use short and snappy actions. • Always place ice in the shaker or mixing glass first, then non–alcoholic and alcoholic beverages. • To stir, stir briskly until blend is cold. • The mixing glass is used for those cocktails based on liqueurs or wines. • The shakers are used for cocktails that might include fruit juices, cream, sugar and similar ingredients.

Garnishing guidelines for cocktails

Key :

L = Lemon LI = Lime O = Orange W = Wedge

	Cola	Lemonade	Tonic	Soda	Ginger ale	Orange Juice	Pineapple Juice	Cranberry Juice	Watermelon Juice
Vodka	LW	LW	LIW	LIW	LIW	OW	No Garnish (unless requested)	LIW	LIW
Gin	LW	LW	LIW	LIW	LIW	OW	No Garnish (unless requested)	LIW	LIW
White Rum	LW	LW	LIW	LIW	LIW	OW	No Garnish (unless requested)	LIW	LIW
Tequila	LW	LW	LIW	LIW	LIW	OW	No Garnish (unless requested)	LIW	LIW
Scotch Whisky	No Garnish (unless requested by customer)								
American Whisky/ Bourbon	No Garnish (unless requested by customer)								
Irish Whisky	No Garnish (unless requested by customer)								
Dark Rum	No Garnish (unless requested by customer)								
Cognac	No Garnish (unless requested by customer)								

5.10 Tobacco

Tobacco is a preparation of the nicotine –rich leaves of a plant which are cured by a process of drying and fermentation for smoking or chewing.

Tobacco type

- Pipe Tobacco
- Cigarette tobacco
- Cigar
- Chewing Tobacco

5.11 Serving Cigarette

Cigarettes should never be carried by hand to the customer but placed on a salver or plate. Packet should be opened (pulling out a few cigarettes partially). The waiter should stand by with a match to light the cigarette. It should be made sure that the ashtray is on the table. The ashtray should never be allowed to collect too much ash, it is the waiter's duty to exchange ashtrays frequently. The process of changing the ashtray is shown below.

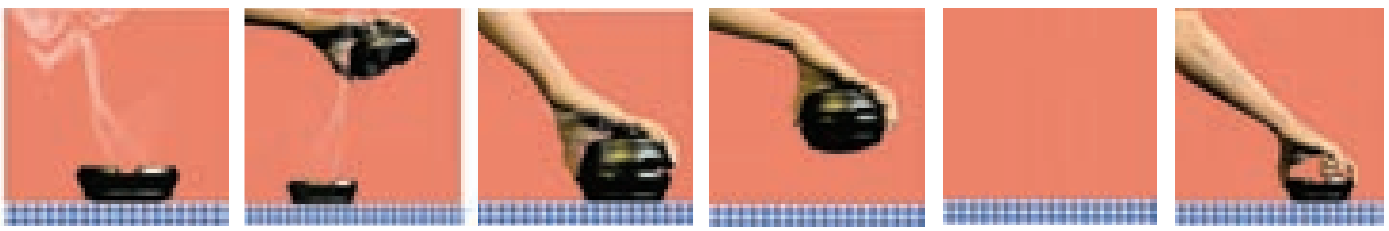
5.11.1 Serving Cigar

Cigars should be offered their own boxes, and the guest chooses his/her own. The type of cigar is printed on the box. A cigar cutter should be given if the guest wishes. The waiter should then offer a match box to the guest.

5.11.2 Changing and Replacing an Ashtray

This procedure may be carried out at any stage of the meal and should be carried out regularly.

- A clean ashtray is held over the dirty ashtray.
- The clean ashtray is placed upside down directly on top of it.
- The dirty ashtray covered by the clean ashtray is lifter away from the guest's table. This cover is necessary to ensure no cigar or cigarette ash is blown onto the tablecloth.
- The dirty ashtray, with its cover, is transferred to the holding hand away from
- The table.
- The clean ashtray is then placed on the table.



MODULE 6

TYPES OF SERVICES AND SERVICE SEQUENCE

6 Introduction

This module will introduce you to all the necessary arrangements and preparations from the opening for the day till closing time. It also describes the types of services, guest circle, service sequences and procedures that you need to know as a food and beverage server, and other important topics for a smoother operation such as shift handover and closing.

6.1 Types of service

Various types of services offered to the guest according to the different types of restaurants are as follows:

Full Silver Service

This is a form of table service where the waiter brings the meal to the guest, who is seated at the table. The food is served to the guest from silver flats.

Pre–Plated Service

The waiting staffs receive the meal already plated from the kitchen and present it to the guest ready to eat. Sometimes a cloche is used to cover the plate. The food servers remove the cloches from the guest plates simultaneously, often with great showmanship.

French Service

It is personalised service. Food is brought from the kitchen in dishes & slavers which are placed directly on the table. The plates are kept near the dish & the guest help themselves.

Buffets

A buffet meal is a meal where guests leave their table to choose food from a selection of dishes that are on display. On occasions, especially when there are large numbers of people requiring service over a short period, buffet style service is particularly suitable. This type of service is popular for the service of both breakfast and lunch in the International hotels/restaurants & in Banquet functions in many countries.

Counter or Cafeteria Service

It is a form of service where the guest collects a tray from the beginning of the service counter, moves along the counter selecting the meal, pays cash and then collects the appropriate tableware for the meal and then locates a table to sit at.

Snack Bar Service

Is where the guest is either seated at the bar itself or at a table within the Snack Bar. They order from a limited menu of popular quick service dishes, such as sandwiches and are then served from behind the snack bar. Guests can also order items for 'Takeaway'.

Room Service

It means servicing of food & beverage in guest room of hotels. Small order is served in tray. Major meals are taken to the room on trolleys. The guest places the order with the room service order taker. The waiter receives the order and transmits the same to the kitchen.

6.1.1 Food service procedure

Food service procedure describes general food service procedure that you need to follow when serving to your guest. As there are different types of services, it may vary from one to another depending on the type of menu and type of service incorporated to serve.

Pre–Plated service

No matter what style of service is used in the establishment, the one procedure that is common to all is the order of service. This refers to the sequence or order in which we serve people. For example:

Always serve pre–plated food from the right hand side of the guest in a clockwise direction.

1. Always attend to ladies first
2. Then gentlemen
3. Host last
4. But when it comes to family groups, take order & serve the children first, then ladies and then gentlemen ending with the host.

Silver service

Full silver service will require you to place hot and/or cold plates onto the table before serving food items. The method for carrying this out correctly is given below:

1. Always carry out a temperature check for plates before carrying to table.
2. Cover the palm of your hand with one end of your service cloth.
3. Place the plates in that covered palm and wrap the rest of the cloth round the plates.
4. On reaching the table, wipe the top plate, and then pick it up using your thumb and fingers on the rim. Place the plate carefully in front of the guest, bending your knees slightly and leaning gently forward.
5. Place the plates onto the table following any establishment procedures. For instance, if the plates were decorated with a company crest or logo, the plate would normally be placed so that the crest is at the top of the cover.

6.1.2 Service Techniques

Using a serving spoon and fork:

- With the curve of the fork in the bowl of the service spoon, hold both handles in the palm of the hand.

- Push your first finger between the handles so pinching the fork between your finger and thumb.
- By making a slight adjustment to the holding position, you will be able to keep the spoon supported while being able to lever the fork open and closed.
- If the fork is inverted, it is easier to serve round objects such as potato; while peas, for example, need only the spoon. For delicate flat items, such as fish fillets or omelettes, two splayed-out service forks or fish knifes are sometimes easier to use. Some dishes involve special service equipment such as tongs, sauce ladles, etc.

Service from Platter

1. The correct cover (cutlery set-up required) is laid prior to the food item ordered being served.
2. The service cloth is folded neatly as a protection against heat from the serving dish.
3. The fold of the cloth should be on the tips of the fingers.
4. The dish is presented to the guest, on the flat, so he/she may see the complete dish as it has come from the kitchen. This is to show off the chef's artistry in presentation.
5. The serving dish should be held a little above the hot joint plate with the front edge slightly overlapping the rim of the hot joint plate.
6. The portion of food is placed in the 'six o'clock' position on the hot joint plate.
7. When moving to serve the second portion, the flat should be rotated on the service cloth so the next meat portion to be served will be nearest the plate.
8. Note that the portion of food served, on the plate nearest to the guest, allows ample room on the plate to serve and present the potatoes and other vegetables attractively.
9. If vegetables are being served onto separate plates, then the food (meat) is placed in the middle of the plate.
10. Silver service is done from the left hand side of the guest in a clockwise direction.

6.2 Briefing before service

Briefing is a short and concise instruction about to be performed each work shift to facilitate a two say communication between the management and the staff. Briefing is conducted by the supervisor at the beginning of each work day and it involves all supervisory level staffs from related departments. It is a daily routine performed in the presence of all the work related staffs followed by Mis–en–scene and Mis–en–place.

Importance of briefing:

1 Helps the staff to know the special assignments of the day.
2 Helps the staff to know the functions, reservations, menu & service.
3 Review of general rules & policies.
4 Likes & dislikes of regular guests.
5 Helps in running the operation smoothly.

When briefing is completed, the shift supervisor may allocate specific task to a specific person. It may vary from place to place depending on type of restaurant and scale of operation.

- Host: Responsible for seating and cleaning after every guest turn.
- Runner: Responsible for servicing food.
- Station charge: Responsible for Mis–én–Place and taking order.
- Cashier: Responsible for cash flow for the shift and billing.

6.3 Mis–en–scene and Mis–en–place

Mis–en–scene	Mis–en–place
The waiter, you should ensure the following mis–en– scene is complete before opening: • Carpets are well brushed or hoover. • All table & chairs are serviceable. • Table lights or wall lights have functioning bulbs. • Menu cards are presentable & attractive. • Tent cards or other sales materials are presentable. • Doors & windows are thrown open for some time to air the restaurant. • Setting the A/C or heating to a comfortable temperature. • Exchange dirty linen for fresh linen. • Table cloths & mats are laid on the table. • Wilted flowers are discarded & fresh flowers are replaced.	Mise–en–place means "things in place". It is the traditional term used for all the duties that have to be carried out in order to have the room ready for service. Mise–en–place is important, to both staff and guests. It involves: • Laying out the work area. • Having all equipment cleaned, polished, inspected and laid out correctly. • Having sideboards, service tables correctly stocked and ready.

6.3.1 Mise–en–place procedures

The procedures for mise–en–place may vary, but usually involve:

Stocking the Sideboards and Service Table

- The sideboard is used to store all the equipment that you will need during the service of a meal.
- Check that the sideboard is stocked with enough items needed during the service period. These include extra crockery, cutlery, glassware, linen, ashtrays, condiments, folder for presenting the bill and other items needed by that particular restaurant.

6.3.2 Table setting

You already understand that each waiter is responsible for a 'station' or set of tables. It is your duty to prepare the tables in your station for service.

Table setting Procedure

1. Check if the tables need to be in any specific arrangement.
2. Make sure that you check with the reservation or front office, if specific arrangement is needed when apply.
3. Check all chairs are in position and tablecloths correctly laid.
4. Use covered salver or covered tray to bring all items to the table, at once. This minimises trips to sideboards.
5. Lay the tables according to the requirements of the restaurant.
6. When lay–up is completed, check that nothing is missing.

6.3.3 Brigade method

Sometimes the restaurant staff work as a team, all helping to lay up the whole restaurant. In this case, each person is responsible for laying only one or two items on all the tables, for example:

- Side plates + service plates
- Dinner forks + small forks
- Soup spoons + dessert spoons
- Dinner knives + side knives
- Fish knives + fish forks
- Salt and pepper shakers + mustard
  (or other table condiments like sugar and butter)
- Serviettes + ashtrays
- Flowers + table numbers
- Glasses

For laying up an entire restaurant prior to service, the brigade method is faster than the individual method. It involves teamwork and each member of the team is dependent on the others to complete their duties correctly.

6.3.4 Dress Tables

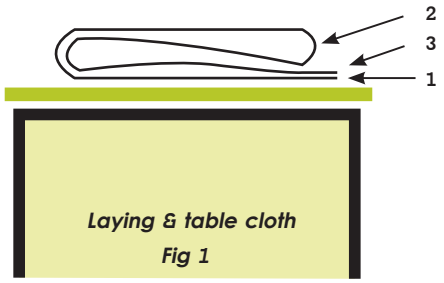
Dressing tables means putting tablecloths on the tables. There are different types and sizes of tables. For example, two tables of two seats can be combined together to accommodate four guests. You should always ensure that the correct size of tablecloth is used, using two if necessary, to cover the table completely or in accordance with house standards.

In a restaurant where tablecloths are used, it is important that the tablecloths are clean, free from tears and damage and overall, maintained and in good condition. Old, worn or damaged cloths should be removed from circulation and replaced with new ones. It is also important to lay tablecloths correctly. This is a skill, which you will need to learn.

Lay the tablecloth as follows

1 Check that the table is clean, steady and in the right position.
2 There are different sizes and shapes of tablecloths. Check that you have the right size tablecloth to fit the table, for example, 54″ x 54″, 54″ x 72″, 54″ x 120″.
3 As you lay the tablecloth, check that there are no stains, holes, burns or tears. If necessary, set aside defective linen and replace.

- **Lay folded table cloth on the table as shown in figure 1.**
- **Pick up folds 2 and 3 as shown in figure 1.**



Laying & table cloth
Fig 1

- **Shake out fold 1 over far edge of table as in Fig. 2.**

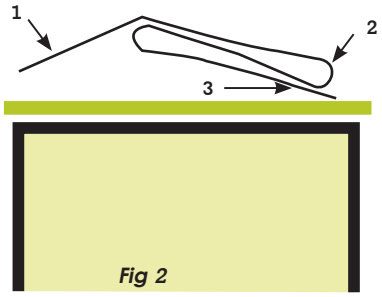


Fig 2

Let go of fold 2.

- **Open out fold 2 by pulling fold 1 towards you, see Fig. 3.**

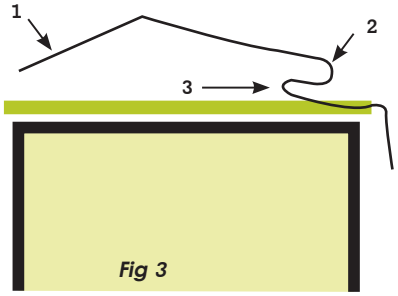


Fig 3

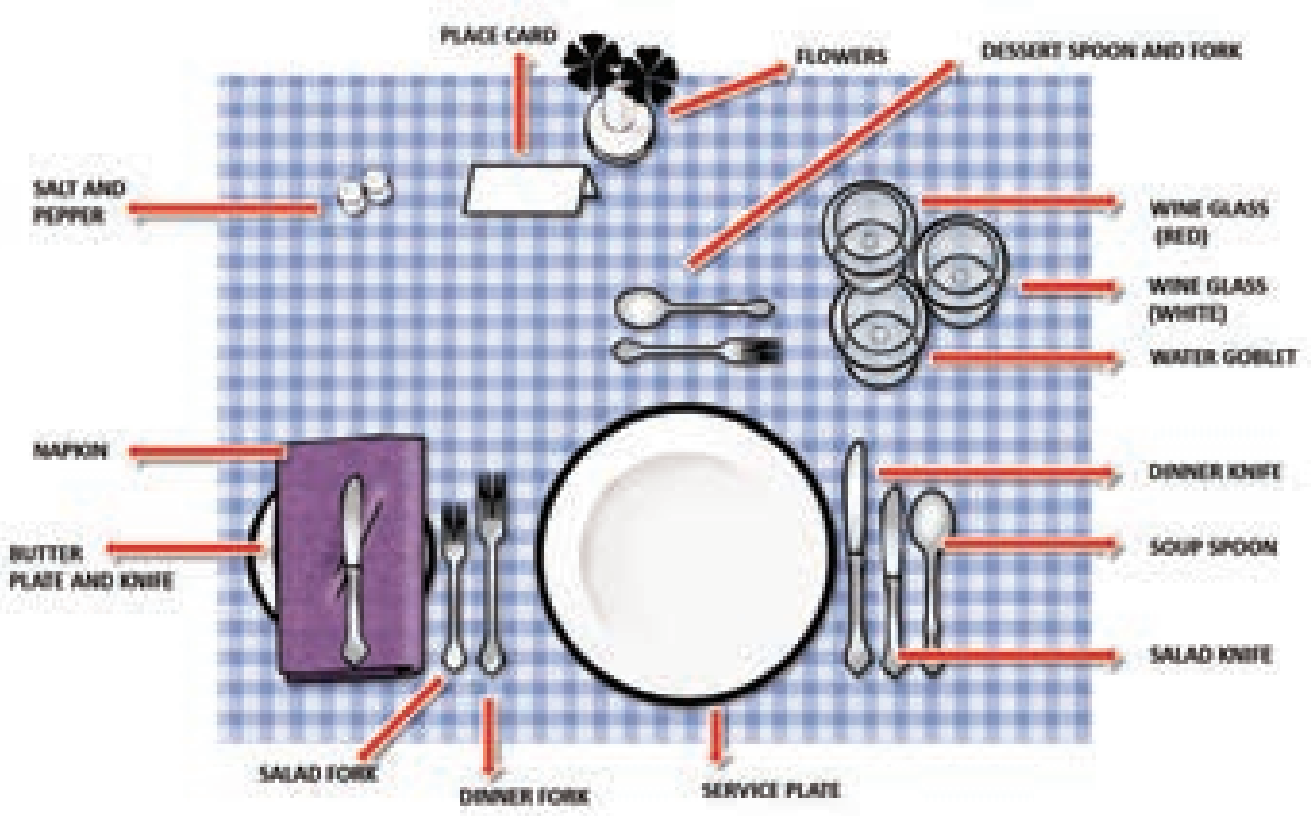
6.3.5 Table layout

The places setting with depend on the type of service, the type of menu and the time of day or meal e.g. breakfast or dinner. Whether the meal is Western, Asian or other will also determine the table setting. Each of these will require a different setting. The settings most commonly used are explained below:

Table d'hot e setting

This is a full place setting that is used in restaurants that have set menus. In this case, the place setting is laid up with cutlery for all the courses or menu items. For example, if the menu has soup, then fish, then a roast, followed by dessert, then a soup spoon, fish knife and fork, dinner knife and fork and dessert gear will be laid on the setting.

The procedure is as follow:



Other points to consider:

- Carry large amount of cutlery by enclosing in a service cloth.
- You can carry a larger number of knives by gripping the blades in a cloth. This ensures that you handle them correctly and also allows you to give them a final polish as you remove each one.
- Or set out cutlery neatly on a salver/tray or on a trolley and wheel to tables.
- Place cutlery. The space between joint knife and joint fork should be about 23cm and cutlery should be placed 2,5cm in from the edge of the table.

- Place salt and pepper and ashtrays.
- Add optional items such as flowers, table numbers.
- Check placement of chairs. They should be lined up evenly with each cover.
- Check uniformity of covers. Spacing of all items should be the same.
- When lay-up is completed, check that nothing is missing.

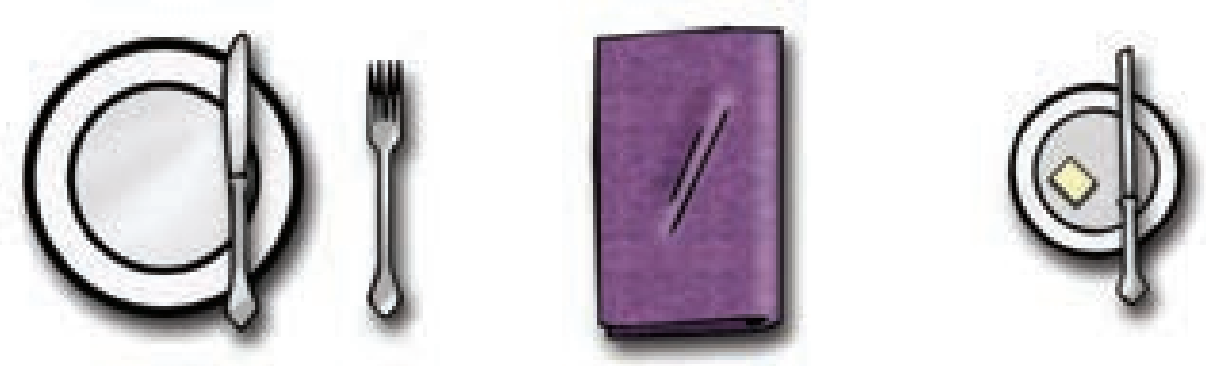
A la Carte Setting

This is a very simple setting as you don't know what the guest will be eating as they will select their meal from a menu with many choices. For example, you don't know at this stage if they will need a steak knife or a fish knife. This is therefore a very simple setting consisting of only the basics that guests are likely to need.

Items of cutlery and glassware may be added or removed, depending on the order. You must always check cutlery against food ordered and bring this to the table after the food order has been placed.

The A la Carte setting:

- Lay-up the table as for table d'hôtel cover, except place cutlery (3 items).
- Adjust cutlery for first course, depending on guest's order.
- Add extra cutlery, course by course.



Breakfast setting

Setting up for Breakfast Service:

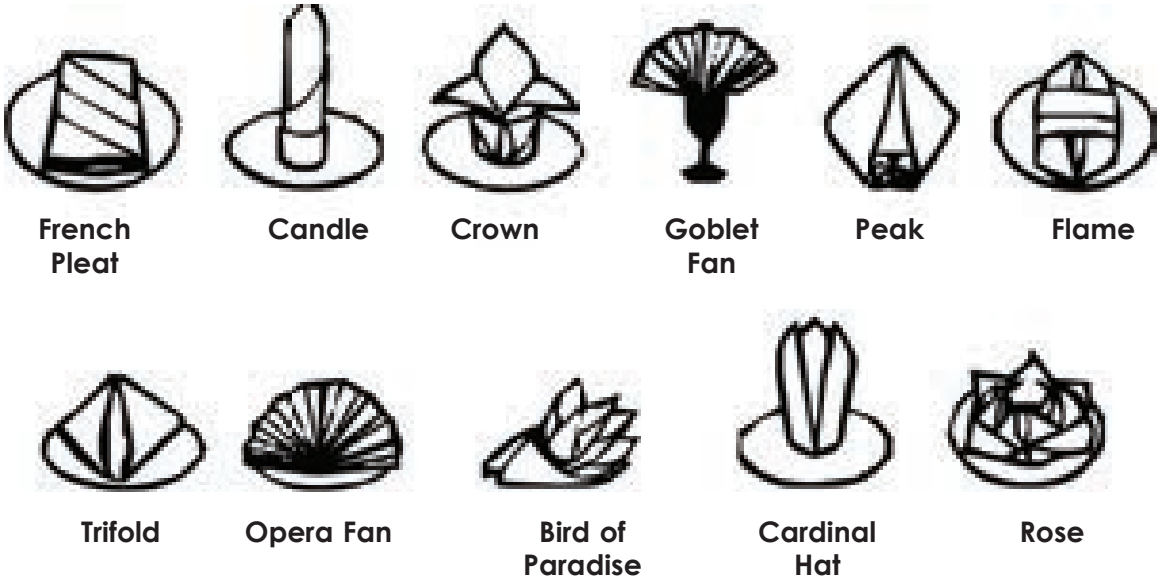
1. Check table-cloth is clean and replace if necessary.
2. Place salt, pepper and ashtrays.
3. Place serviette, cup, saucer and side plates. Cup is placed up-side-down on the saucer.
4. Place cutlery.
5. Add optional items such as flowers, table numbers.
6. Double check tables for lay-up. The cup is placed right side up.
7. Place milk, sugar, butter and preserves on table.

Trolley setting for Room Service

Set a room service tray according to the guest's order. The following is an example of laying a tray for breakfast:

1. Check room number, time and order before assembling tray.
2. Check that tray or trolley is clean – top, underside and edges.
3. Lay–up the tray or trolley as shown in the picture below. Ashtrays and under liners are left off to spare space and to avoid spillage and accidents.
4. Check salt and pepper shakers are filled and clean.
5. Place items so they are convenient for guest to use, e.g. pots on right, breads on left.
6. Turn spouts away from food and from you. Don't overfill pots. This will protect you if any hot liquids should spill.
7. Hot items are last to go on the tray or inside the heater in the trolley, to ensure that they have least time to cool.

Serviettes/Napkins



Most restaurants provide either linen or paper serviettes or napkins, for use by guests during the meal. Serviettes can enhance the table setting through the style of fold and/or colour. There are many forms of serviette folds. The simpler folds are used in everyday service and some of the more complex and difficult folds may be used on special occasions such as luncheons, dinners, and weddings. The majority of serviette folds have special names: Cone, Bishop's Mitre, Rose, Prince of Wales Feather, Cockscomb, and Triple Wave.

Serviettes must be kept clean all the time. As with tablecloths, old or damaged serviettes should be removed from circulation.

Flower Arrangements and Table Decorations

Usually these are prepared by the Housekeeping Department or by an outside company. Fresh flowers need to have water changed daily. Vases should be emptied and washed regularly and check for insects.

"In" and "Out" Doors

The doors leading to and from the restaurant and kitchen are known as 'in and out' doors.

These doors are designed so that an "In" door does not allow exit and an "Out" door does not allow entrance. This is a safe working practice as it facilitates the safe movement of staff from one area to another and prevents wait staff bumping into each other when travelling between the kitchen and restaurant.

6.4 Service sequence

When you serve a guest in your restaurant, there are specific procedures you need to follow during service, which is known as service sequence. The service sequence is integrated into guest circle. The guest circle consists following activities:

1. Receiving and Greeting → 2. Seating → 3. Presenting Menu → 4. Take beverage and food order → 5. Place orders at bar and kitchen → 6. Serving beverages and food → Clearing → 7. Presenting the bill, receiving payment → 8. Guests' departure

6.4.1 Greeting and Seating Guests

Many hotels or restaurants may have a standard way to greet their guests. There is usually a simple sequence of events that should occur when a guest enters a restaurant. This sequence is called the 'meet–greet–seat' sequence, which means that you first meet the guest; then greet them and finally, show them to their seats.

Standard procedure for greeting a guest:

Sequence	Things to remember
• Greet the guest immediately with a smile. • Say, "Good Morning/Good Evening, Mr/Mrs Ram", or Sir/Madam, if name is not known. • Ascertain if a reservation has been made and the number in the party. • Escort the guests to the table and draw out chair – seat ladies first. • Move the chairs forward as guests seat themselves. • Take coats, etc. from guests, if appropriate. • Introduce yourself as the waiter/waitress who will be looking after them for the meal. Or alternatively, if you are the hostess, introduce the server by name. The action of escorting guests to their seats is called "seating a guest" which is an important action to make guests feel welcome and not let them wait. This is good guest service.	• Good posture • Good smile • Eye contact • Correct greeting

6.4.2 Order Taking Procedure

Taking the order in the restaurant is a critical task, and often the success of the meal can depend on the order taker taking the order correctly. Care should be taken when receiving an order to ensure that the guest's instructions and requests are understood and communicated accurately to the kitchen or bar.

Preparation – it is important to be prepared and before taking the order, write these four essential items of information on the KOT/BOT for control purposes: The four major component that you need to record in KOT/BOT are:

1. Table number
2. Number of covers
3. Date and time of order
4. Servers name/signature

See the sample image of KOT/BOT below:

SIHM Hamirpur
Training Restaurant
KOT/BOT

Date : ..... Table No. : ..... KOT/BOT NO.....001

Room No : ..... No. of Pax : ..... Time : .....

S. No.	Items	Quantity
1) 2) 3) 4) 5) 6) 7) 8) 9)		

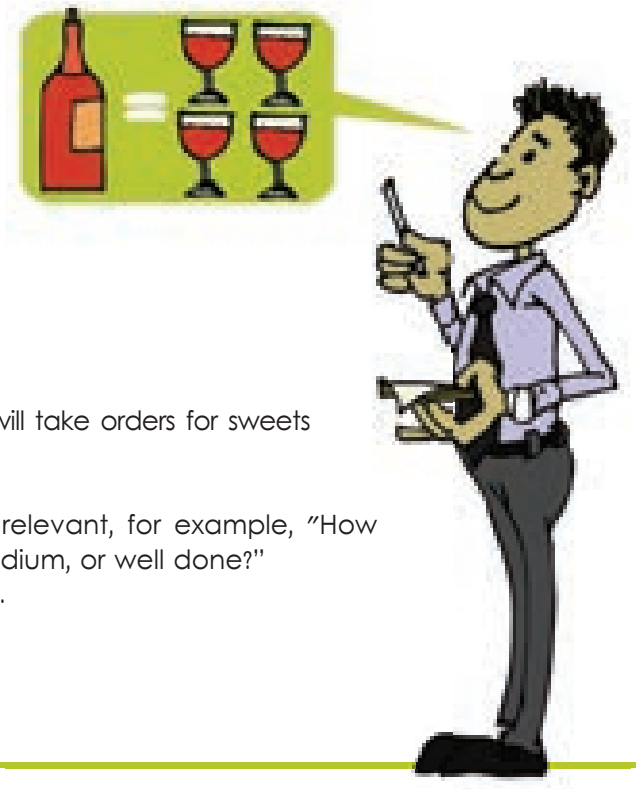
Waiters Name : . ..... **Signature : .....**

6.4.3 Present menu, order taking and presenting food

1. Make sure before presenting the menu that it is clean and up to date.
   You should always study the menu in advance and be familiar with all menu items.
2. Present menu
   - The menu is handed (opened) to each guest, ladies first, then gentlemen, finally the host.
3. Offer the wine list to host along with food menu, for example, "You might like to look at the wine list, Sir", using the name of the guest if you know it.
   - Guests may not be familiar with all menu items and this requires that you should be able to assist by:
   - Explaining menu terms.
   - Describing menu items.
   - Explaining methods of cooking.
   - Describing companiments, sauces and garnishes.
   - Make suggestions and recommendations

Tip: when they have put their menus down, are look around (for you) this is usually a sign that they are ready to order.

4. Approach table again – offer to take the order. Have duplicate (or triplicate) docket book and pen ready.
5. Describe menu items and offer suggestions if appropriate, or requested. Be accurate when describing items. To achieve this, you will need to know your product.
6. Identify guest menu choices: When taking the order in a clockwise direction. This will help you to remember which dishes each guest ordered. Your restaurant should have a standard as to which seat is the number 1 position. Starting at the number position, list the starters, moving around the table in a clockwise direction.
7. Take order for Beverage/food – old before young–ladies first, then gentlemen, finally the host.
8. Fill out Kitchen Order Ticket/Bar Order Ticket, record menu items requested. Group together:
   - Beverage
   - All starters
   - All soups
   - All main courses
9. Take order only as far as main course. You will take orders for sweets and coffee later.
10. Write clearly and legibly.
11. Ask guests for cooking instructions where relevant, for example, "How would you like your steak cooked: rare, medium, or well done?"
12. Repeat order to guests to check accuracy.



13. Thank guests and remove menus.
14. Take the order for wine and beverages (if applicable). This ensures drinks will be served at correct time and temperature. Use separate BOT (bar order ticket).
15. Distribute the copies of the KOT/BOT.
    - Take top copy of food/Beverage KOT (kitchen order ticket)/BOT and place food order in kitchen & beverage order at the bar.
    - Retain second copy for your record, and for making out the bill, later.
    - Third copy goes to cashier (if applicable).
16. Serve the beverages first, followed by the starters, soups and main courses.
17. When guests have finished main course, present menus to see if they require any desserts or coffees.
18. Take orders for sweets and coffee.
19. Placing Food and Beverage orders in the relevant areas.
20. Serve

Did you know? Waiting time

One of the most common complaints that guests have in restaurants concerns the amount of time they have been kept waiting – either for service or for food or drink. Waiting time must be kept to a reasonable minimum between courses. If guests are kept long without food or drinks, it gives them sense of not being cared and gives the establishment a bad name. So the timing of service is important to everyone for different reasons:

- Guests might be hungry or tired and therefore impatient to get their meal or drink.
- Food/beverage service staff want to avoid stress and allows serving time, especially if there is more than one table to serve.
- Food production staff want to have sufficient time to cook, especially if it is an A La Carte menu.

6.4.4 Process Payments

Standard procedures are required when preparing bills, receiving payments and handling cash.

Guest Bills

It is usually the responsibility of the cashier to open and maintain the guest bill. However, the server has a very important role to play to ensure that accurate information is given to the cashier in a timely manner.

- Upon receiving the duplicate copy of the food check from the waiter/waitress, the cashier opens a bill, in duplicate, according to the table number on the food check.
- All the sets of bills are serial numbered, for control purposes.
- As the cashier receives checks, he/she enters the items ordered on to the bill together with the correct prices.
- The bill and duplicate checks are pinned together and may be placed into a

special book or file, which has its pages, numbered according to the number of tables in the room.

- The bill and duplicate checks are placed in the page, corresponding to the table number.
- When a guest requests the bill, the waiter must collect it from the cashier, who must first check that all items are entered and priced correctly. The bill is then totalled.
- The top copy is presented to the guest, on a side plate, folded in half with one corner turned up.

Note: Before presenting the bill to the guest, check if it is correct.

Methods of Payment

1. Cash

While cash may be the easiest form of payment, it is also easiest form of money to be stolen or mislaid, so great care should be taken when handling cash.

2. Credit and Charge Cards

Many people like to pay by credit or charge card. Credit and charge cards allow guests to pay bills without having the actual cash with them. The restaurant receives payment from the credit or charge card company, which, in turn, recovers the cost directly from the guest at their home address. Card companies charge the hotel a commission for each transaction, which is a percentage of the total bill. Commission charges are higher for charge cards than for credit cards.

The cashier should know which cards the restaurant accepts, and the procedure for processing them.

The most commonly accepted credit cards are:

Visa

MasterCard

These are both credit cards. They can be issued by a wide variety of different banks from all over the world but must have the distinctive Visa or MasterCard symbol on them. Cardholders have a limit to the amount they can spend on the card.

Charge cards require holders to repay the total amount charged on a monthly basis. Generally, there is no limit to the amount, which can be charged against such cards.

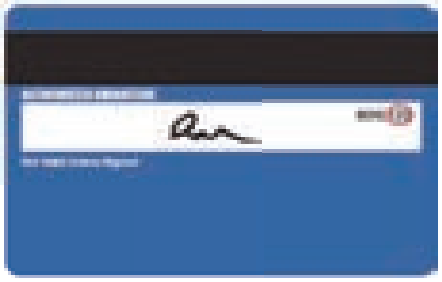
Commonly used charge cards are:

American Express

Diners Club

Charge cards may come in different colours (American Express or Amex is issued in blue, silver, gold, platinum and black) but the design and symbols on them are the same. All credit and charge cards have the name of the owner stamped in raised print on them together with a unique card number and expiry date. These are all important details, which must be checked for security reasons. Credit card fraud remains a real problem internationally so great care should be exercised when accepting payment by this means.

There is a procedure for accepting most credit cards:



- Is the card acceptable to the restaurant? – will the restaurant display which cards from the above list they are willing to accept?
- Phone for authorisation – this is a procedure to verify that the card is valid. It is increasingly common for this to be undertaken by means of a "swipe machine" which is computerised and will obtain authorisation for you – it will display an "accept" sign when the card has been checked. Both these procedures are important to counter fraud.
- Has the card expired? If the date is after that printed on the card, it should not be accepted.
- Is the card in the same name as the guest? It is not acceptable to use a card unless it belongs to you and the signature on the card is that of the person using it.
- Is it on the credit card stop list? Card companies regularly issue lists of lost or stolen cards
- It may be necessary to check whether the card is on that list although the checking procedure (above) should indicate whether there is a problem.
- Does the signature match? This is a vital check to avoid fraud.
- Return the card, top voucher and copy of the bill to the guest. It is important to complete the whole transaction openly in front of the guest because many cardholders are very concerned about fraud.

6.4.5 Guests' Departure

It is seen as a professional service for the waiter/ service staff to see the guests out of the restaurant/dining room after their meal. The guests should receive a farewell and invitation to return to the establishment. It is also necessary to assist guests with their chairs and coats if applicable.

6.4.6 Shift Handing Over

The term "handing over" is frequently used at the end of the shift and this simply means that the staff member is handing over the responsibility for his job function to another member of staff. It marks the official end of the shift for that staff member. Usually, it also marks the beginning of a shift for another staff member.

- Closing down at the end of a shift is equally as important as setting up and preparing for work. It requires organisation and planning if this important activity is to be carried out properly.
- Staffs have a professional responsibility to ensure a smooth handover at the end of a shift.

Some restaurants may have a formal hand over, such as, a brief staff meeting where staff from both shifts meet and pass on information, keys etc, thereby "handing over" responsibility to someone else.

If the restaurant has been organised and cleaned and the equipment cleaned and stored securely, then there are only a few tasks left to be completed, before the shift can be closed.

6.4.7 Key Areas for Handover

The key areas for handover at the end of a restaurant shift include:

1. Linen issue/stock

It is common practice for all soiled linen to be collected, sorted and removed from the service area at the close of business. Once all soiled linen has been removed to storage, fresh linen stocks should then be checked to ensure that sufficient supplies are in place for service. Fresh linen should be stored correctly and ready for use at the next service.

2. Preparation for Next Service Period

The restaurant needs to be prepared for the next service period. This means that certain tasks need to be completed although these tasks may be different in each establishment, the general list of tasks include:

- Furniture – items of furniture cleaned and re-positioned correctly.
- Crockery/ cutlery – cleaned, polished with the correct settings in place.
- Service equipment – all equipment cleaned and left in place.
- Side boards/ service tables – cleaned and fully stocked to house standard.
- Food and beverage items – items cleaned, replenished and in place, such as, salt and pepper shakers.
- Refuse – all refuse bagged appropriately and removed to storage area. Clean refuse bags or bins in place.

6.4.8 Closing Down Procedures

The routine closing down procedure can vary but may include:

- Lock up cupboards, windows and doors.
- Empty cash registers and removal of cash to secure area or main cashier.
- All gas and electrical appliances switched off.
- Atmospheric control systems turned off: heaters, fans, air conditioners, music
- Handover to supervisor.

Before going off duty certain information may have to be passed over to the supervisor in charge, such as:

- Any incidents entered in the book.
- Maintenance problems and completed maintenance forms.
- Any guest requests/information/complaints.
- Any supplies of linen or food stock items to be replenished, including cleaning agents.
- Any lost property not already handed in.

Remember to return any keys issued to you at the beginning of the shift before signing off duty.

The supervisor in charge should sign for them. The headings in both the 'handover' and incident books will include the date, time, incident or information details and the name of the person making the record and their signature.

MODULE 7

FOOD & BEVERAGE CONTROL AND SELLING TECHNIQUES

7 Introduction

This module is about reducing costs and how to increase the revenue of the restaurant. The waiter should develop different selling techniques such as suggestive selling, up selling, understanding the customer, and understanding how to sell effectively seller.

7.1 Cost Control & Selling techniques

It is very important you help the restaurant to reduce costs; many restaurants shut down within 2 to 3 years due to bad cost management. **You don't want to be in this position**. You can play important role in learning your product, enhancing your selling skills and working as a team with all other relevant departments to run a profitable restaurant. Following are some important steps that you should take:

7.1.1 Cost controlling measures

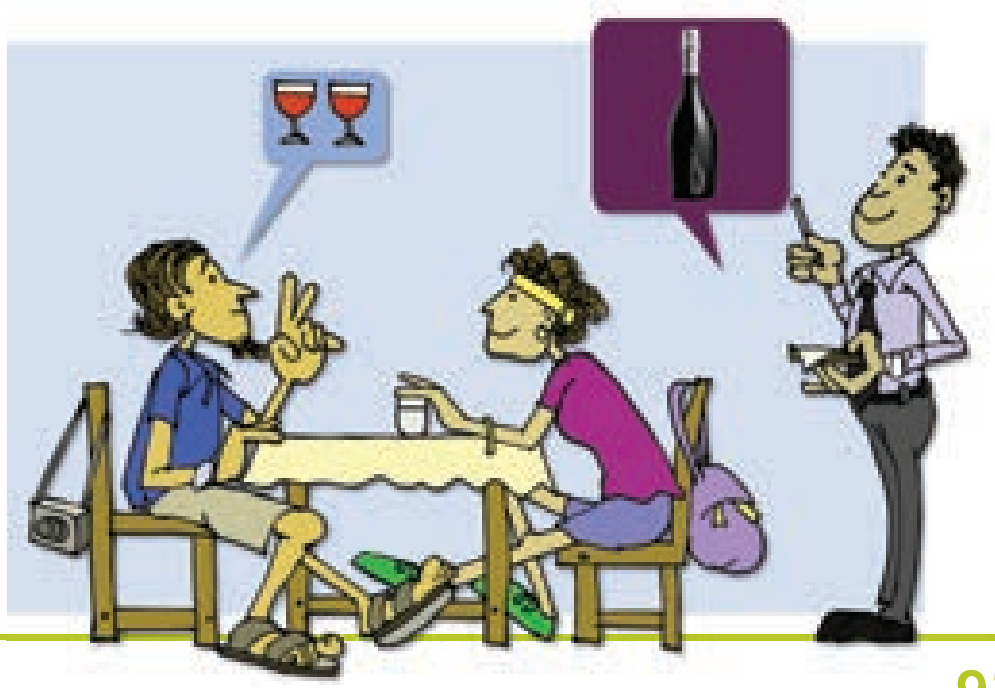
- Check the number of portions, size of portions and if found excess, return extra portion to the kitchen.
- Handle service equipment with care. Switch off equipment like hot case, chilling machine, table lamps, display cabinet lights, gas burners when the restaurant closes. Switch off gas burners of flamb trolley when not in use.
- Do not misuse linen as they are expensive items. Always use duster for cleaning purpose.
- KOT's and BOT's should not be used unnecessarily.
- Carry food carefully. Spilling can spoil the carpet and waste that portion of food.
- Preserve the items, which can be reused such as flowers, butter, milk etc.
- Tea and coffee should be server according to proper portioning.
- Send timely maintenance order.
- In case of cancellation of food, cancel food and beverage orders as soon as possible to avoid wastage.
- Try not to take wrong order; do not hesitate to clarify doubts.
- Handle crockery and cutlery properly.
- Don't work extra hours unless necessary, be productive and efficient at work.
- Build a good relationship with your colleagues and others
- Do not misuse or abuse the property and if you know its happening report and prevent.

7.1.2 Suggestive Selling and Up–selling

These are common techniques that you need to be familiar with to increase sales, and to provide better options when selecting food and beverage items. Suggestive selling and Up selling requires tact and good judgment. If guests know exactly what they want, don't try to change their minds. However, you shouldn't hesitate to suggest additional items that will improve guests' meals.

- **"Suggestive Selling"** mean encouraging guests to buy additional food &beverage. An example of suggestive selling is suggesting an appetizer (snacks items) to go with beverage (wine, whiskey etc.) orders.

- **"Up selling"** means suggesting more expensive and possibly better quality items. Instead of simply bringing a guest your house brand of scotch, you can up sell by asking, "Would you prefer Blue Label or White Label?" when a guest orders the drink.



7.1.3 Effective seller

The key to effective selling is a good knowledge of the menu. You should know all of the products your restaurants sell. When you are completely familiar with the menu and how each item is prepared, you can suggest dishes confidently and professionally.

Tips for more effective suggestive selling and up selling:

- Develop a "selling attitude"
- Be enthusiastic. It's easier to sell something you're excited about.
- Make food sound appetizing. Use word like "fresh," "popular," and "generous" when describing menu items.
- Ask questions. Find out if guests are really hungry or just want something light; whether they like chicken or beef; or if they feel like having something hot or cold.
- Suggest specific menu items. Don't simply ask: "Would you like soup with your meal?" instead point out: "A cold bowl of borscht would go nicely with your salad on a hot day like this."

7.1.4 Promoting Food & Beverage Service

Suggest your favourites.

Try as many menu items as you can, and tell guests you've tried them: "you'll like the chicken momo. It's one of my favourites here." But be honest– don't say that something you're favourite when it is not.

Offer choice:

Suggest the unusual:

People dine out to get away from the routine fare they have at home. And most people don't know what they want to order when they arrive.

Suggest foods and beverages that naturally go together:

Soups and sandwiches, bacon and eggs, steak and baked potatoes, coffee and dessert.

Compliment guest's choice.

Make guests feel good their choice even if they don't order what you suggest. Remember to always ask for the sale. After you suggest and describe an item, ask if the guest would like it. A good way to do this is to describe several items and ask which the guest would prefer: "A glass of cabernet sauvignon (white wine) or light merlot (red wine) would go very well with your six–cheese lasagne. Which would you prefer?"

7.2 Understanding your customer

As a service provider you should have a clear picture of your customer needs, and a bit of their background. Understanding of their background and characteristics help you design and deliver service accordingly – increased service efficiency leads to better customer satisfaction.

The following table indicates characteristics of target groups. It is essential you understand your customers, so that you can design and deliver the products and services accordingly.

Target Group	Characteristics
Teens, and young adults	Come in crowds, service needs to be fast. Prefer fast food.
Families and children	Families do not spend extended time in restaurants; special attention is needed for kids. Try to provide materials to draw and play. Keep them busy.
Seniors citizen	Need more attention, always be courteous, if you serve them well, they will return.
Tourists	Love to explore new dishes, expects high level of hygiene and some standards.
Business people	Do not like to be disturbed, have less time to spend during mealtime.
Vegetarians	Explains very well the dishes, ingredients and how it is cooked.
Lunch break crowd	Expects service and food be very fast – limited time.

7.2.1 Anticipating Guests' Needs

Has a server at a restaurant ever offered you something you wanted or needed before you asked for it? If so, how did feel about that dining experience? Probably pretty good. That's the type of service every restaurant server should provide guests. Whenever appropriate, take whatever steps are necessary to make sure each guest has a positive experience. As you greet guests, determine their needs. For instance:

Guests with young children often do not have time for long, leisurely dinners. They may appreciate friendly service that is quick and efficient.

Senior citizens and guests dining alone may appreciate some extra attention.

Guests having a business meeting probably do not want to be disturbed. They may appreciate it if you try to accomplish as much as possible each time you're at the table. You may also ask questions to determine what guests expect from the dining experience. For example:

- If guests arrive with a child, ask if they would like you to serve the child's food as soon as it's ready– even if the other entrees are not ready.
- If guests seem to be celebrating, ask what the occasion is and offer to bring an appropriate beverage, dessert, or other items to make their meal more enjoyable.
- If guests are having trouble deciding between two appetizers (starters) or other items, ask if you can answer any questions about the menu for them. By anticipating guests' needs, you will exceed guests' expectations and help make each guest's dining experience an enjoyable one.

MODULE 8

MARKETING AND TRENDS

8 Introduction

This module is about how to promote food and beverage products and services, and also how to track trends in the industry. This will help a restaurant to make sure that it offers products in line with what the guests are demanding at any particular time, as well as maximising sales opportunities.

8.1 Marketing

Marketing is the method of promoting the product so that the customer shows an interest to buy it. There are different marketing tools used in a restaurant to promote its food and beverage items.

8.1.1 Promotional Methods

Promotion and marketing within the restaurant in concerned with influencing the decisions that guest make in the restaurant (which food items they choose, the size of the portion etc.) as well as outside of the restaurant, including whether they have positive or negative comments to make about the food as well as the service.

Promotional methods and items are used to advertise the name of the restaurant in order to attract more guests and make a profit.

Some promotional methods are used daily, for example the menu, whereas others are only used from time to time as a special effort to encourage the guest, for example discounts on a particular product.

The aims of all promotional methods are:

- To increase sales by encouraging guests to buy more of the restaurant's products
- To increase guest satisfaction by making things attractive and making guests aware of the items on offer
- To encourage guests to return to the restaurant

An attractive display may result in impulse buying, the purchasing of items on the spur–of–moment where there was no previous intention to buy.

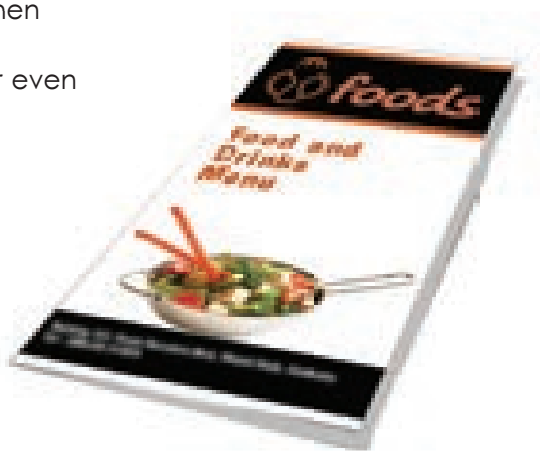
The following promotional methods may be used in restaurants:

Staff Selling

Staff, especially waiters, deal directly with guests and therefore are in an ideal position to encourage sales. Staff can promote sales by:

1. Being attentive to guests' needs
2. Have a good knowledge of the food and beverage items offered on the menu, what ingredients are used in dishes, how they are cooked, and any changes to the menu.

3. Being prepared to make suggestions to the guest, when appropriate
4. Enquiring whether the guest requires anything else, or even more proactive, offering additional items like dessert, another glass of wine etc. (when appropriate)



Menus

The menu itself promotes the products of the restaurant. Use of pictures, photographs and attractive descriptions can greatly encourage sales.

Displays

The way that food is displayed on for instance a buffet table, a selection counter, salad bar etc., can be used to encourage sales:

1. The counter/area should be clean and tidy
2. These food items should be fresh, attractive and colourfully laid–out.
3. The counter should appear full, yet not overcrowded.

An attractive display will encourage sales, while and untidy or poorly presented counter/ area may actually discourage sales. This also counts for bar areas.

Positioning

The positioning of food counters and bar area may also be used to encourage sales. They should be located where they can easily be seen from the entrance to the restaurant. Lighting above the counter (or in the area) may be used to attract and focus attention on the food and drink available.

Catering for children

Some restaurants make special effort to cater for children and families, providing high chairs, bibs and non–spill drinking cups. The menu often offers a choice of children's items consisting of smaller portions of items from the adult menu and sometimes additional children's favourites.

Puzzles and games may be provided to amuse children and a play area may be set aside visible to parents while they are eating.

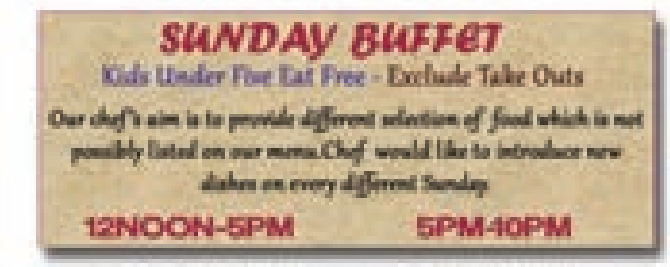
Special Events

Some restaurants help organise special celebrations for occasions. These may be private events, such as birthday parties, or a special menu at Christmas or Easter. The restaurant may provide a host/ hostess to entertain, and include games and presents for all the guests.

- **Coupons:** these are printed with some special offer to motivate the guest to return to the restaurant for a further visit, for example, three meals for the price of two, or try a particular product, such as a large size drink for the price of a small one, etc.
- **Premium gifts:** these are gifts which are usually offered to children in the expectation that they will persuade their parents to take them to the restaurant to receive the gift, for example MacDonald's happy meal with gift. The gifts frequently include hats, games and toys. Large soft drink glasses printed with cartoon characters are another popular premium gift. The gifts are usually printed with restaurant name or logo.
- **Gift certificates or vouchers:** these are used mostly by chain restaurants. The guests buy the certificates to give to friends and relatives, who can then receive, without costs to themselves, food and drink items up to the value of the certificate from any one of the restaurant outlets.

8.1.2 Promotional material

These are often called point–of–sale promotion. Chain restaurants often use the same promotional ideas at all their outlets, for example, giving away hats to children.



Some other examples may include:

Logos

Logos are signs or symbols representing the name of the restaurant. Many of the standard restaurant items, such as crockery, napkins, placemats, bills and packages items like sugar may be used to promote the restaurant by having a logo printed on these items.

Posters

Within the restaurant, the reception areas and on the counters, posters may be used to advertise special dishes or draw guests' attention to new products. Posters may be used to aid the guest in making a choice before placing an order.

Table cards

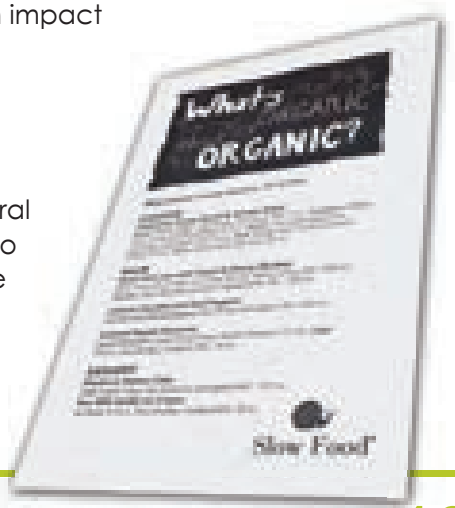
Table cards are placed on the tables where guests will eat the food, to inform the guests of special dishes, offers and vents. These must be replaced frequently in order that they are kept up to date and do not become tatty.

Table mats

The paper mats that are placed on the table or on the tray holding the guest's meal may be illustrated with a game or general knowledge information. The mats are often printed in stets of illustrations, encouraging guests to return to collect the rest of the set.

8.2 Trends in food and beverage operations

The consumer is king in today's world and this fact is driving change within the food service industry. A number of trends have been identified both in guest behaviour and changes to food service outlets which impact on today's food and beverage operations.



Guest Trends

- There is an increase in healthy eating by the general public. Linked to this is the increasing importance to today's consumer of simple, local and traceable foods and the rising demand for organic, safe, non–genetically modified foods.

- Guests have more awareness of hygiene and cleanliness.
- Less time is spent on cooking meals at home and there is a corresponding increase in the use of restaurants as 'home meal' replacement.
- Lifestyle changes with people are travelling more and being exposed to more types of food and service.
- People have more disposable income; however value for money is still an important factor.

Food Served

- Fusion food, or the marriage of east and west cuisine, is a trend which emerged towards the end of the twentieth century, and seems to be here to stay.
- Asian cuisine continues to have a strong influence of the culinary habits of chefs on a global level.

Remember, all culinary disciplines are being heavily influenced by the consumer's desire for quality, simplicity and flavour, thus encouraging chefs to go back to respecting the basic goodness of their own local foods.

MODULE 9

UNDERSTANDING RISKS AND PREVENTIVE MEASURES

9 Introduction

This module is about understanding common risks, safety concerns and preventative measures that you need to be aware of as a food handler. It is essential that you follow good practices at work to avoid unnecessary incidents and help the business to grow.

9.1 Responsibilities as a food handler

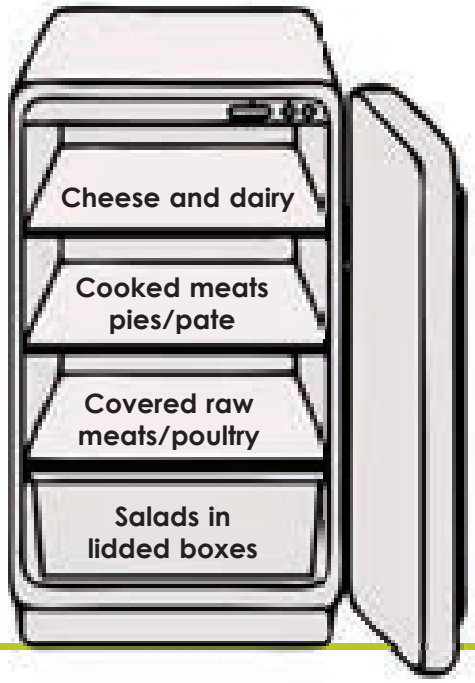
As a staff member who handles food or works with a surface that comes into contact with food, it is very important you apply best practices and hygiene standards. Handling food safely is a key role in the everyday work commitments of a food handler. Without the proper food handling experience you may inadvertently cause food poisoning, which may affect business very badly.

Failure to meet the best practices may lead to the following action:

- Bad publicity and bad reputation.
- Legal action taken by the customer(s).
- Death of a customer in severe cases.
- Closure of the premises by the Government Authorities.
- You may lose your job.

9.1.1 Contamination preventive measures

- Store food correctly.
- Maintain personal hygiene.
- Prevent pests and animals, e.g., flies, mice, rats, cockroaches (use pest control and traps).
- Cover food when not being used.
- Prevent children from touching food.
- Do not stick your fingers into food.
- Do not let animals into the kitchen or dining area.
- Wear clean clothes.
- Use different chopping boards for meat and vegetables or wash thoroughly (with soap) before chopping items that could spoil each other (it also spoils the flavour, e.g., the taste of onions, chillies, and garlic can be transferred to fruit, fish, or meat).
- Sterilise foods.
- Use clean dishes and utensils
- Use fresh ingredients.



9.2 Waste management

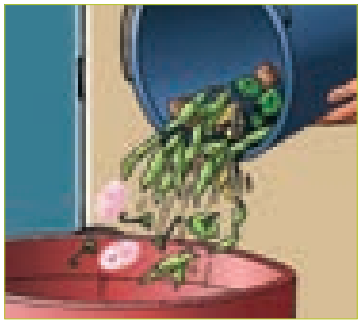
A Kitchen produces food using different products made from both degradable and non-degradable material. It is vital that you are aware of them, as it can be hazardous if they are not properly handled. Therefore, you need to follow good practices in the kitchen and in the restaurant area to deal with it. If you handle waste properly, it would reduce the risk of cross-contamination, create a safer environment, reduce the cost of food production and it may help to increase the production.

9.2.1 Waste disposal

Different types of waste should be sorted and disposed of separately: some degrade, some do not; some burn, some do not; some are harmless, some are toxic; some can be reused, some cannot.

9.2.2 Types of waste

Biodegradable waste: waste that typically originates from plant or animal sources and may also be decomposed by other living organisms. It tends to decompose rapidly.



Biodegradable waste

Non-biodegradable waste: waste that cannot be broken down by other living organisms.

Reusable waste: waste that can be reused, either in a similar or different form.

Recyclable waste: waste that can be processed and transformed into new products, reducing the consumption of fresh raw materials, energy usage, air pollution (from incineration), and water pollution

Burnable: waste that can be burnt.

Burnable waste

Non-biodegradable waste

Toxic waste: waste material that can cause death or injury to or birth defects in living creatures. It spreads quite easily and can contaminate lakes, rivers and the atmosphere.

Toxic waste

Recyclable waste

Reusable waste

Type	Example	Action
Biodegradable	Pre–cooking waste: peels, bones, egg shells... Leftover food, bones...	Separate into compostable material and possible animal feed (e.g., leftover food, kitchen waste). Keep it covered to avoid contamination. Later, spread it in a compost pit. Use the compost to fertilise your garden.
Non–biodegradable	Glass, plastic, cans	Crush (to reduce size). Bury in a pit (if it cannot be reused).
Reusable	Glass jars, plastic containers with lids, plastic and glass bottles and old cloth (rags).	Wash and reuse.
Recyclable	Glass, paper, plastic and cans that can be recycled.	Keep separate from other waste and take it away for designated recycling areas. It is difficult to recycle in remote areas, so it is better to try to reduce waste.
Burnable	Paper and paper packaging.	Use paper to light fires. Burn it in a pit every second day, and then cover the ashes with soil.
Toxic waste	Batteries used electronic equipment, leftover paint or pesticides, unused medicines and medical equipment.	Dispose of on land in facilities designed to permanently contain such waste and prevent the release of harmful pollutants into the environment (especially to prevent leakages into streams or the water table).

9.3 Pest control

A pest is any organism or unwanted creature in the restaurant that spreads disease and destruction. They are often responsible for spreading disease and bacteria and when come in contact with food, food gets contaminated and poisoned. Therefore you should take every precaution to have pest free environment to reduce food contamination and avoid you and the from guests falling ill. Good pest control needs good mechanism and systemic control. If you follow proper cleaning and monitoring, it is completely possible to have 100 pest free working place. The following table indicates common pests and the necessary measures to prevent.

Type of kitchen pests	Preventive and control measures
• Mice and rats • Flies • Cockroaches • Fleas • Flying and crawling insects • Ants • Wall Lizard	• Keep the insects out – pests are attracted to insects. • Insect tray and fly killing device should be inspected to see that they are still functioning. • Hygiene must be maintained in all the areas. • Do not leave empty bottles or food cans around. • Dispose all waste food, crumbles and split liquid properly. • Dustbin area should be kept clean wash and brushed down with disinfectants and they should have tight fitting lids. • Storage area should be regularly inspected. • Exits, doorways, and corridor should be clean and maintained so that pest do not reside. • All entrances, exits, exhaust, and ventilations should be properly closed. • Periodical fumigation.

9.4 First aid in the Restaurant

First aid is the immediate and temporary treatment of a victim of sudden illness or injury in the restaurant while awaiting the arrival of medical aid. It is essential that you are aware of common injuries that can occur in the kitchen, such as burns and knife cuts. To act promptly in case of an injury first aid kits should be placed in the kitchen area. First aid consists of:

- First–aid manual
- Adhesive tape
- Adhesive bandages in several sizes
- Elastic bandage
- Antiseptic wipes
- Soap
- Antiseptic solution
- Burn cream
- Sharp scissors
- Safety pins
- Calamine lotion
- Alcohol wipes or ethyl alcohol
- Thermometer

9.5 Restaurant hazards, safety measures and handling

In a restaurant, there are lots of different equipment, tools, powerful electrical connections, different washing and cleaning agents and water residues. These things can be very dangerous and hazardous if proper measures are not taken

Identify potential hazards in Restaurant

Following are the major hazards that can cause unwanted incidents in the kitchen.

- Chemical
- Electrical
- Fire
- Spill
- Sharp object

9.5.1 Dealing with chemicals in restaurant

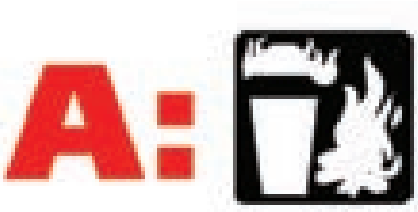
- Do not store chemicals in restaurant; keep them in a designated area for storing chemical.
- Use chemicals only in well–ventilated spaces.
- Store chemicals in a locked, dark, cool storeroom away from heat and direct. Sunlight. Do not store chemicals near hot water heaters or operating machines.
- Read and follow the manufacturer's instructions carefully before you use the chemical.
- Ensure all chemical substances are stored in a secure location.
- Do not store chemical substances on a shelf above head height.
- Maintain clear separation of storage of hazardous substances from non–hazardous substances.
- Ensure that all hazardous substances are kept in undamaged containers with secure caps or lids.
- Record details of all hazardous substances kept and clearly marked on them.
- Dispose of all unidentified substances appropriately.
- Dispose of food which has been, or is suspected of being exposed to hazardous substances.
- Warn others to stay clear of spillage site and have clear marking on them.
- Keep your face away from the chemical you are using — avoid breathing in fumes as some of these can burn you and make you feel sick, dizzy and even unconscious.
- Make sure that bottles of cleaning agents are clearly marked, and that chemical containers are not used for any other purpose, like storing food.
- Never uses chemicals near an open flame or while you are smoking.
- Protect all parts of your body while you are using undiluted chemicals and even then, take care.
- Wear protective clothing such as rubber gloves and safety footwear.
- Keep your mind on what you are doing — one mistake and the chemical could spill and injure you.
- Avoid splashing cleaning agents, as they can land on your skin and burn you.
- Wash your hands after using cleaning agents.
- Keep your hands away from your face — swallowing small parts of some cleaning agents can burn your mouth and throat.
- Replace caps tightly immediately after use.
- Do not decant cleaning agents.
- Do not incinerate (burn) any empty aerosol cans as they explode.
- Never mix chemicals, such as bleach with acid toilet cleaner.

9.6 Fire

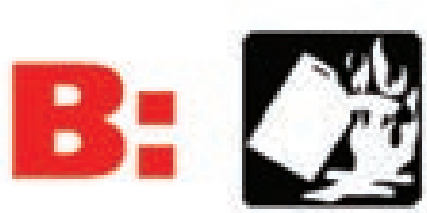
Fire is most threatening and most common hazard in the kitchen. It doesn't not discriminate between people and property. You have to take every possible precaution to reduce the risk of fire in the working environment. Always observe burning stoves, microwaves, and ovens which are connected to electricity. Ensure that there is clear fire evacuation plan in the restaurant, and that the kitchen is visible to everyone and everyone has been drilled as to fire procedures. It is absolutely essential that staff are equipped with knowledge on how to deal with fire in a proper way.

9.6.1 Types of fire

- **Class A or Ordinary Combustibles:** This includes fuels such as wood, paper, plastic, rubber, and cloth.
- **Class B or Flammable and Combustible Liquids and Gases:** This includes all hydrocarbon and alcohol based liquids and gases that will support combustion.
- **Class C or Electrical:** This includes all fires involving energized electrical equipment.
- **Class D or Combustible Metals:** Examples of these types of metals are, titanium, potassium, and magnesium.
- **Class K** is for fires in unsaturated cooking oils in well insulated cooking appliances in commercial kitchens.

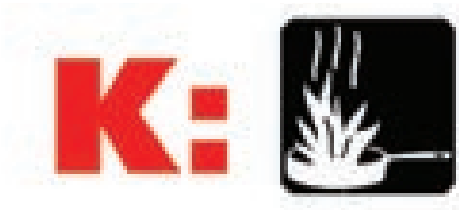


Wood, paper, cloth, Trash & other ordinary materials



Gasoline oil, paint and other flammable liquids

May be used on fires involving live electrical equipment without danger to the operator



Cooking media (Vegetable or Animal Oils and Fats)

9.6.2 Causes of fire

Following are the major sources that can cause fire incidents in the kitchen.

- Electricity.
- Cleaning supplies (liquid substances).
- Flammable liquids.
- Combustible liquids.
- Careless smoking.
- Improper storage.
- Unattended cooking.

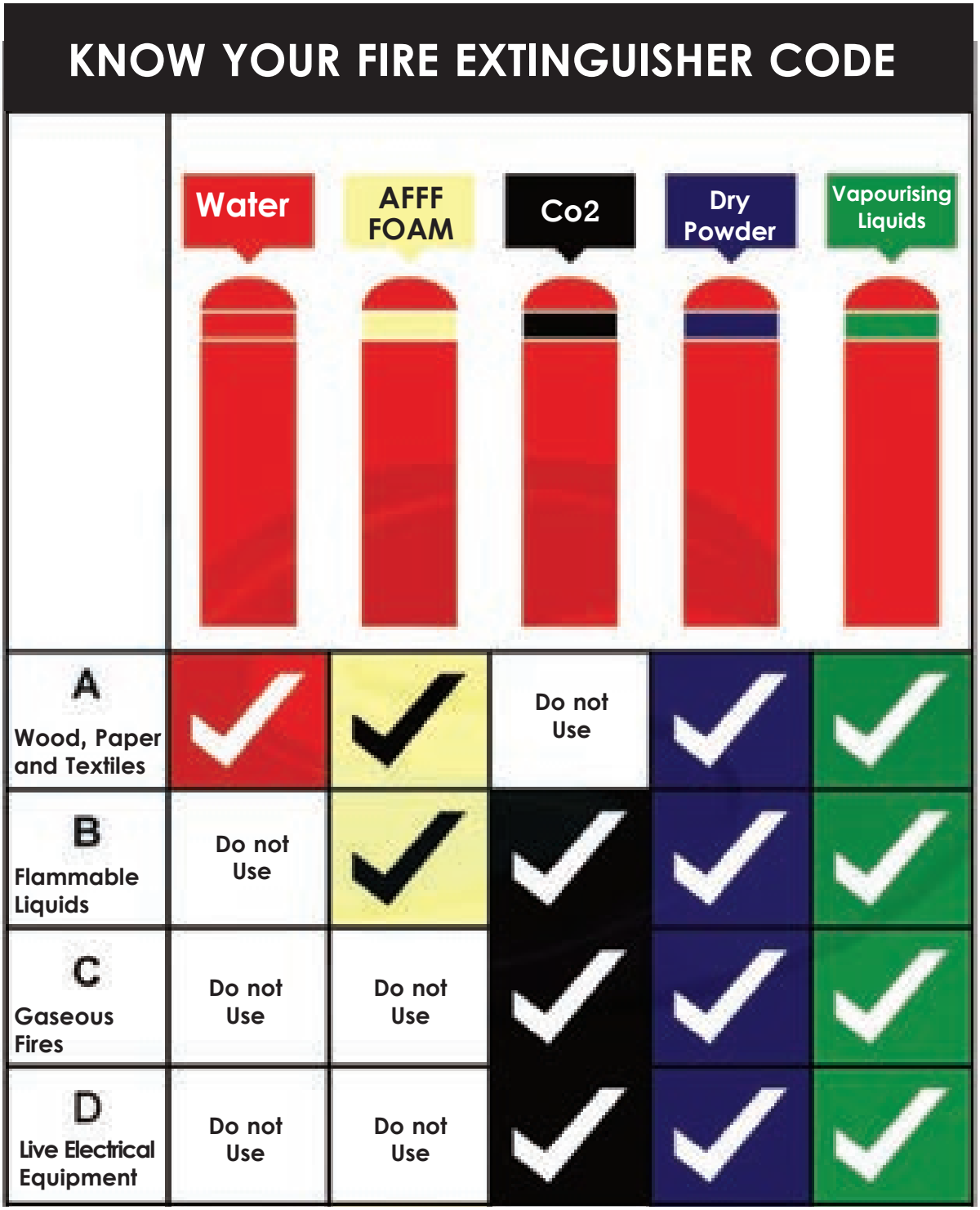
9.6.3 Preventing fire accident in the kitchen

- Make sure all the electric appliances & burners are turned off before you leave the kitchen.
- Keep electrical appliance away from water to avoid electrical shock and fire.
- Stay away from electrical sockets, especially if your hands are wet.
- Make sure paper towels, dish towels and pot holders are kept away from the stovetop, so they do not catch fire.
- Never add water to dish that has hot oil in it, it could splatter, and someone could get hurt.
- Dress properly, don't wear loose fitting.
- Never leave cooking unattended, if you must leave the kitchen for some reason turn off.
- Avoid reaching over the stove for anything while cooking.
- Clean any grease build–up from the stove, oven and exhaust fan regularly, cooking grease and oil ignite fire easily spread rapidly.
- Keep the stovetop clean and clear from and grease.
- Do not put metallic materials in the microwave oven which may cause sparks and eventually damage the microwave.
- Prevent boil–overs by not overfilling pots.
- Use a burner that's the appropriate size for the pan you're using.
- Do not smoke in the kitchen.
- Know the use of fire extinguisher and their location.
- Keep combustibles like cloth, paper, oil etc free from the hot surface.
- Have a good lighting in the kitchen and work area.

Type of fire extinguisher

Commonly used fire extinguishers for civilian purpose are:

- Water based extinguisher.
- Dry chemical based extinguisher.
- CO_2 based extinguisher.
- Foam based extinguisher.


KNOW YOUR FIRE EXTINGUISHER CODE
Water
AFFF FOAM
Co2
Dry Powder
Vapourising Liquids
A
Wood, Paper and Textiles
Do not Use
B
Flammable Liquids
Do not Use
C
Gaseous Fires
Do not Use
Do not Use
D
Live Electrical Equipment
Do not Use
Do not Use

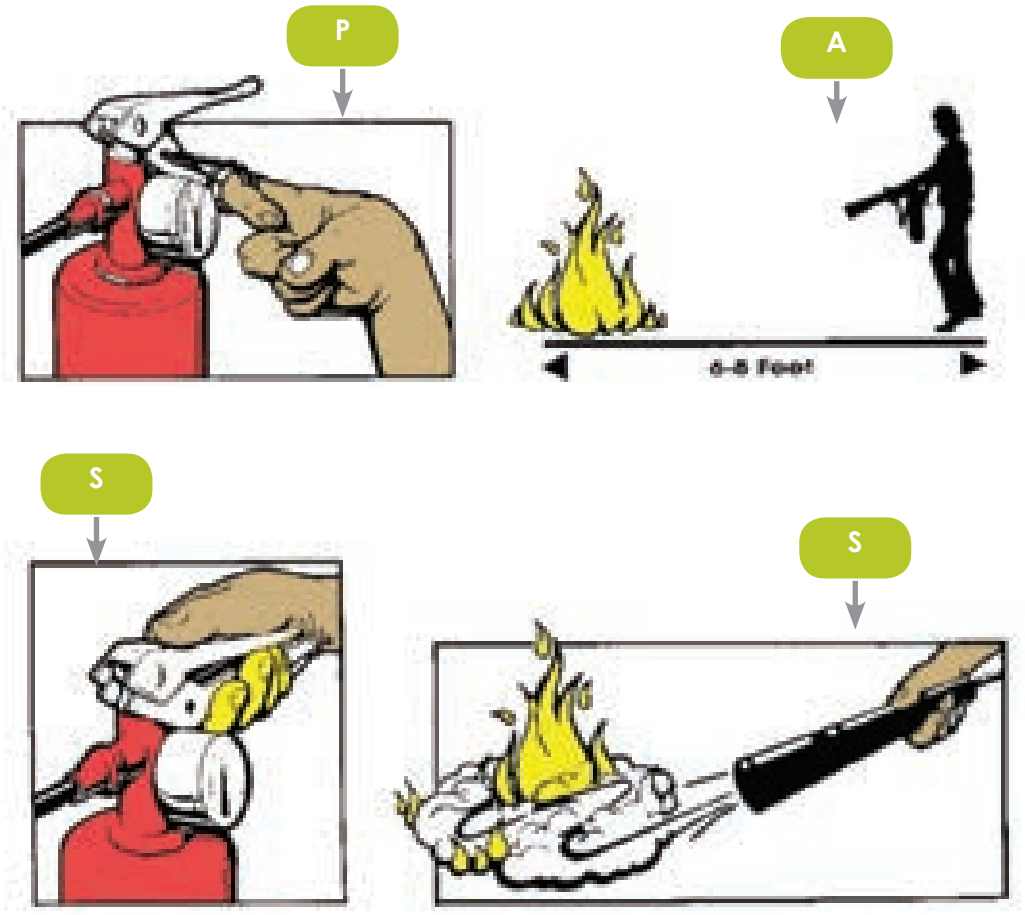
9.6.4 When using a fire extinguisher, always remember the PASS

P – Pull (pull the pin that locks the handle)

A – Aim (aim the nozzle at the base of the fire)

S – Squeeze (Squeeze the handle to discharge the extinguishing agent)

S – Sweep (Sweep the nozzle from side to side, to cover the fire)

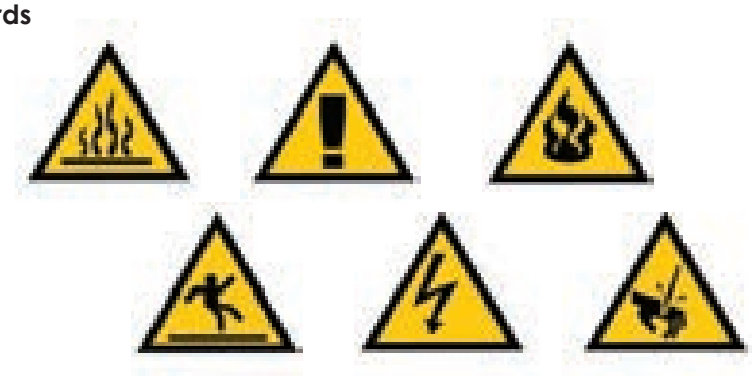


9.6.5 Safety rules in the Restaurant

- Do not stack crockery or service dishes too high, or overload shelves in case they collapse and cause injury to anyone in the vicinity.
- Pull cutlery drawers out slowly and carefully so that the drawer does not pull out completely and shower the area (and yourself) with sharp or heavy cutlery.
- Do not stack chairs and tables above chest height. Check that the stack is secure before leaving it. Never stack furniture behind doors, in corridors or fire escape routes.
- Take special care with flammable or potentially explosive materials like spirits and gas cylinders. Keep them away from heat sources.

- Distribute weight evenly on trays, and only load what you can carry safely and comfortably. Put hot foods and liquids in the centre where, if they spill, it will be on to the tray, and not on you or the floor.
- Never carry anything over the head of a guest or a colleague — be particularly careful with boisterous guests.
- Do not overfill soup tureens, dishes, coffee pots or teapots in case they spill hot liquid on to yourself or a guest.
- Use clean, dry serving cloths to carry hot dishes.
- When serving tables, be aware that a guest may move the chair backwards, or make other sudden movements. Do not lean over a guest's shoulder. If space is tight, politely ask the guest to move to one side when you serve, so that you protect them from any spillage of hot food that may burn them.
- Only use the designated entry and exit doors to the kitchen and dining areas to avoid collisions with other staff entering the room you are leaving
- Watch out for guests' handbags, briefcases, etc. They present a tripping hazard. Sometimes guests move them during the meal, so check every time you approach the table.
- Ensure that floor coverings are firmly attached to the floor to prevent tripping or slipping accidents.
- Before cleaning floors during service, close off that area of the restaurant, and use appropriate warning signs.

Kitchen safety warning/hazards



9.7 Maintenance

It is very important to carry out regular and preventative maintenance in the establishment. To do so effectively requires a system in place that allows for regular checks to be carried out; a reporting system; and repairs scheduling, in accordance with operational demands.

Identifying Maintenance Problems

There are key maintenance problems that could affect both the hygiene and service standards in the restaurant and bar. For example, if the air conditioner breaks down, the food can be spoiled. If the dish washing machine does not work properly, cutlery and plates cannot be cleaned to the correct standard and may be the source of contamination and other hygiene problems. This would also affect the standard of the restaurant or bar.

Immediate identification of maintenance problems is required. A methodical and efficient way of identifying maintenance problems is through the use of a Maintenance Checklist.

This list would items the areas to be checked in the following categories:

1. Electrical e.g. air conditioning
2. Mechanical
3. Plumbing
4. Building maintenance etc.

Reporting Maintenance

When a maintenance problem is discovered, the restaurant staff must complete a maintenance request form in writing and follow the policy and procedure of the hotel or restaurant. It is important to fill the form in correctly, to ensure the relevant information is communicated to the maintenance department, in order to avoid misunderstandings.

Completing Maintenance Request Forms

1. Fill in the form, identifying the maintenance problem.
2. Record the date.
3. Give copy to supervisor, who should submit a copy to the Maintenance Department.

MAINTENANCE REQUEST	
We would like to bring the following under your attention. Kindly check and take the necessary steps to resolve the problems listed below:	
Room no/Area	Sunshine Restaurant
Items out of order	1. Toilet cistern leaking – ladies toilet
	2. Light in main entrance out–of–order
	3.
Reason	1. Toilet cistern–washer on flush handle worn
	2. Light bulb blown
	3.
Reported by: Bibek Shreshta	Restaurant Supervisor
Date: 2012/05/20	Time: 09h 15 am
FOOD AND BEVERAGE DEPARTMENT	

This maintenance request form is usually prepared in triplicate, one each for:

- Tradesman (i.e. plumber/electrician)
- Chief maintenance engineer
- Housekeeping, as a record and follow up

The standard procedure may be for these forms, to be given to the supervisor, for submission to the appropriate department, at the end of a shift or earlier.

The Future

Congratulations, for successfully completing the waiter course. Now you are fully equipped to start your career in the Food and Beverage Service as a Waiter with complete understanding of the industry demands. It is one of the most rewarding professions in the hospitality sector.

FOOD AND BEVERAGE SERVICE
(WAITER/WAITRESS)
LEARNER'S MANUAL

Also available in this series

FOOD AND BEVERAGE SERVICE – WAITER/WAITRESS, TRAINER GUIDE
Food Production – Assistant Cook, Learner Manual
Food Production – Assistant Cook, Trainer Guide
Housekeeping – Room Attendant, Learner Manual
Housekeeping – Room Attendant, Trainer Guide

Other series developed by the **HITT programme in Nepal:**
Mountain Leaders Training Course
Homestay and Small Lodge Operators Training Course
Service Excellence and Food Hygiene